

## **VISION**

The Office of Juvenile Justice is a quality system of care which embraces partnerships with families, communities and stakeholders to assist youth in redirecting their lives toward responsible citizenship.

## **MISSION**

Youth Services protects the public by providing safe, and effective individualized services to become productive, law abiding citizens.

## **GUIDING PRINCIPLES**

Be

Honest- Do everything with integrity

Achievement- minded strive for results consistent with our mission

Versatile- promote and support diversity

Ethical- Do the right thing, both legally and morally

Focused on empowering people to succeed

Accountable for the effective/efficient management of resources

Informed and guided by appropriate and valid data in our decisions

Team player-An effective and efficient team of professionals

Harmonious involve all parties (internal and external) who need to be a part of the process

## **PREFACE**

The Standard Operating Procedures set forth in this document establish the conditions of care and supervision for all females assigned to intensive residential treatment programs by the Louisiana Office of Juvenile Justice (OJJ). The procedures stated herein are broadly applicable to all contractors providing care and treatment to youth who are in the custody of OJJ.

The Standard Operating Procedures (SOP) clarify and communicate agency requirements in relation to the specified services to be delivered to youth.

None of the procedures stated in this document shall conflict with existing state statutes, regulations, or policies governing the care of youth in intensive residential treatment programs.

All procedures contained in the Standard Operating Procedures for Intensive Residential Treatment Programs shall be applicable to the contractor unless waived by the Deputy Secretary of the Office of Juvenile Justice or designee or amended by the specific terms and conditions of the contract.

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## DEFINITIONS

For the purposes of this document the following words are herein defined as follows:

ADMINISTRATIVE FURLOUGH REVIEW COMMITTEE (AFRC)	The multi-disciplinary committee responsible for determining furlough eligibility.
ASSESSMENT	The process of gathering the necessary social, legal, psychological, behavioral, medical, educational, social service screening documents, and other information about the youth to indicate the appropriate level of care and custody and to determine the appropriate treatment plan for the youth during her commitment.
ASSIGNMENT	The process of placing a youth in an available program most appropriate to meet her identified needs and risks.
BEHAVIOR MANAGEMENT SYSTEM	A structured system designed to increase appropriate behavior through the use of graduated sanctions/consequences and rewards applied in a consistent manner and typically influenced the milieu of the living unit.
BEST PRACTICE	Practices that have demonstrated over time, the ability to produce positive outcomes.
CENTRAL OFFICE	The office of the Deputy Secretary and staff located at 7919 Independence Boulevard, State Police Building 1 <sup>st</sup> Floor, Baton Rouge, Louisiana 70806
CHEMICAL AGENT	An active substance, such as tear gas, used to deter activities that might cause personal injury or property damage.
CLINICAL SUPERVISION	A minimum of one hour per week by a licensed or master's level mental health professional, as specified in the SOP, in which individual cases, issues, modes of treatment and progress are discussed.
CONSIDERATION FOR RECOMMENDATION OF MODIFICATION (CRM)	A form (Attachment B.2.1 [a]) used by facility case managers to document recommendations for modification of disposition.
CONTRABAND	Items possessed by youth, staff, or visitors, or found

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	within the facility that are illegal or expressly prohibited by the facility including those items listed under R.S. 14:402.
CONTRACTOR	An individual or organization providing services to OJJ through a duly executed contractual agreement. The terms “facility” and “program” are also used to mean contractor.
CUSTODY SECURE DELINQUENT (CSD) TIME	The length of time expressed in years, months, and/or days remaining on all open dispositions with a JIRMS II case type of CSD.
DEPUTY SECRETARY	Lead administrator of the Office of Juvenile Justice appointed by the Governor of the State of Louisiana.
DISCHARGE	The termination either by a court order or expiration of a court order of OJJ legal responsibility for a youth.
DISPOSITION (also known as Judgment of Disposition)	The written order of the court, following adjudication, which assigns custody and the terms thereof.
DRUG-FREE WORK PLACE POLICY	A policy which prohibits drug use by staff and volunteers and mandates drug screening after certain incidents.
DUTY OFFICER	The appropriate Youth Services (YS) Central Office personnel (including Probation and Parole) assigned to a tour of duty to receive notification of Level I and II incidents as described herein.
ESCAPE	Leaving the facility grounds or the custody of facility staff when off grounds without staff approval.
ESCORTED ABSENCE	A temporary absence authorized by the director of a facility in which youth are escorted off the grounds by facility staff.
EVIDENCE-BASED PRACTICE	Best Practice that has been tested against a control group in an academic setting to scientifically determine the practice’s ability to produce positive outcomes.

FACILITY COORDINATOR	The Probation Officer assigned by the regional office to supervise the female secure residential program.
FACILITY LOG	The official record book of a facility which documents daily required information and important events that occur at the facility. These should be bound books with numbered pages.
FULL-TERM DATE	The date beyond which a youth can no longer be legally held in the custody of OJJ.
FURLOUGH	The authorized temporary release of a qualified youth from the grounds of an intensive residential treatment facility without the supervision of facility staff for the purposes of aiding in the youth's rehabilitation, maintaining and/or enhancing family and community relations, and preparing the youth to make a satisfactory transition into society after her release.
HOUSING SEARCHES	Announced/unannounced searches of a youth's living area designed to uncover contraband and/or unauthorized or stolen items, maximize sanitary standards, and eliminate fire and safety hazards.
INDIVIDUAL COUNSELING	One-on-one direct therapeutic intervention by the service provider with a youth addressing core need areas identified in the IIP or other problem area.
INDIVIDUALIZED INTERVENTION PLAN (IIP)	A plan of action focusing on meeting a youth's assessed treatment needs. The IIP specifies problem areas, goals and objectives, and the methods used to attain them, including the roles of the youth and of clinical and non-clinical staff. (Refer to Attachments B.2.1 [d] and B.2.1 [e] for monthly assessment of IIP progress.)
INTENSIVE RESIDENTIAL TREATMENT PROGRAM (IRT)	A structured behavioral treatment program which serves adolescent females who are adjudicated delinquent and placed into a secure program in a professionally staffed residential environment 24 hours per day. The purpose of the residential service is to provide a safe and restrictive environment for those youth requiring secure residential services and to provide them with the skills necessary to reenter society and function as productive citizens.

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LEVEL I INCIDENT	An incident of a very serious nature that requires immediate reporting.
LEVEL II INCIDENT	An incident of a serious nature that requires reporting within 24 hours (excluding weekends and holidays).
MECHANICAL RESTRAINTS	Handcuffs or wristlets, chains or anklets, or any other approved or authorized device used to limit the movement of a youth.
MEDIUM/MINIMUM CUSTODY	That custody level at which a youth is eligible for consideration for recommendation for modification when other factors are met.
MODIFICATION OF DISPOSITION	The process by which the court modifies a previous disposition to include changing the youth's legal custody, suspending all or part of any order of commitment, eliminating conditions of probation, or adding any further conditions authorized by the La. Children's Code Articles 897 (B) and 899 (B). A Modification of Disposition order may also terminate an Order of Disposition at any time while the Order is still in force.
MONITOR	An OJJ employee assigned to review program effectiveness, compliance with contract provisions, and accepted standards and public policy or state law.
MULTIDISCIPLINARY TEAM	A group of individuals from diverse disciplines who provide comprehensive assessment and consultation and assist in identifying the goals of the Individual Treatment/Implementation/Service Plan. The MDT may include facility and/or community providers, mental health professionals, OJJ staff, youth and family members
NON-COMPLIANCE	Failure to meet the terms of the contract.
OUTCOMES	The desired impact and effectiveness of the service on the client; must be measurable and observable
OJJ	Office of Juvenile Justice.
PAT-DOWN	A search of a fully clothed person. He/she may be required to remove all outerwear for the search, i.e.,

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	coats, jackets, hats, shoes, socks and belt only
PERFORMANCE	To function in accordance with the requirements of the contract.
PERFORMANCE COMPLIANCE	Conformance to the programmatic expectations of effectiveness, efficiency, and efficacy of the service delivery as defined by contract performance standards (examples are: staff qualifications, housing, security).
PHYSICAL RESTRAINT	The act of applying appropriate physical force to a youth to control dangerous behaviors and minimize the chance of injury to staff, other residents, and/or the youth being restrained, and/or to prevent a youth from absconding from custody.
PLACEMENT	The assignment of a youth to a residential or non-residential contract program by the Office of Juvenile Justice.
PLACING OFFICER	The probation officer from the region of origin
PLACING REGION	The OJJ Region from which a placement originates (region of origin).
PPO/J	Probation and Parole Officer/Juvenile, OJJ (Probation Officer).
PROGRAMMATIC COMPLIANCE	Documentation of approved activities/services leading to achievement of outcomes in conformance to the provisions required by the contract
PROJECTED MODIFICATION RECOMMENDATION DATE (PMRD)	The youth's estimated length of stay in an intensive residential treatment facility before consideration of a recommendation for modification can be made to the court.
PROVIDER	An individual or organization providing services to OJJ, through a duly executed contractual agreement; the terms "facility" and "program" are also used to mean provider
REASSIGNMENT	The authorized move of a custody youth from one facility or program to another.
REGION	An organizational subdivision of OJJ, Division of

	Youth Services.
REGIONAL MANAGER	Lead administrator of the OJJ field offices located throughout the state.
REINTEGRATION PLAN	A written plan (Attachment B.2.1 [b]) prepared by the youth's assigned IRT caseworker, who identifies the permanent plan and follow-up services needed by the youth upon release to facilitate successful transition and reintegration into the community and that is coordinated with OJJ to be used in completing the aftercare plan.
RELEASE	The process by which a court order removes a youth from OJJ custody and allows her return to the community.
RELEASING AUTHORITY	The court of jurisdiction per La. Children's Code Article 909.
REPORTABLE INJURY	Any injury that threatens a youth's life or limb, or that requires urgent treatment by a doctor, or severely restricts the youth's usual activities, or requires follow-up by a doctor.
SELF-MODIFYING ORDER	An order or disposition which modifies itself, if conditions specified in the order are carried out or met, without any additional action by the court.
STRIP SEARCH	The search of a youth's person during which the youth is required to remove all clothing.
SUPERVISING OFFICER	The probation officer responsible for monitoring a placement of the youth while she is assigned to a particular intensive residential treatment program.
SUPERVISING REGION	OJJ Region in which the intensive residential treatment program is geographically located.
TREATMENT	Any therapeutic or rehabilitative service provided to a youth by a contractor.
UNIT HEAD	Facility Directors, Probation and Parole Program Director, Regional Managers, and the Deputy Secretary or designee for OJJ Central Office.
UNIT REPORTING OFFICER	The appropriate facility or field personnel responsible for reporting Level I and II incidents as

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described herein to the assigned Duty Officer.  
The reporting officer may be the Director of the facility or a Regional Manager, or someone designated by either to fulfill this role.

YOUTH

A youth who is adjudicated delinquent and placed in the custody of OJJ.

YOUTH SERVICES (YS)

Office of the Deputy Secretary and support staff.

## **SECTION 1**

## **PHYSICAL PLANT**

It is the position of the Office of Juvenile Justice that the condition and appearance of physical surroundings where participating youth are placed influence their behavior. It shall be the responsibility of the contractor to see that all the buildings used to house, feed, supervise, or instruct youth are structurally sound, adequately maintained, appropriately furnished, and sanitary at all times.

### **1.1 COMPLIANCE WITH STATE AND LOCAL CODES AND ORDINANCES; REQUIRED POLICIES**

The facility shall comply with all state and local building codes as determined by the State Fire Marshall.

The contractor shall maintain documentation that the facility meets all applicable zoning laws, regulations, and neighborhood restrictions.

The facility shall comply with all state and local fire safety codes and shall submit documentation according to terms of their contract.

The facility shall comply with all local and state health and sanitation standards and shall submit documentation according to terms of their contract.

The facility shall establish a drug-free work place policy.

### **1.2 LOCATION OF FACILITIES**

Facilities should be located on a site conducive to the purposes and goals of the program. The design of the facility shall promote the purposes of the program and provide an environment consistent with the functions of the program.

If the program has been established or is seeking to serve exclusively youth referred by the Office of Juvenile Justice, the Office of Juvenile Justice reserves the right to approve the site, design and, proposed floor plan for any new or relocated facility. The contractor shall be asked to produce:

- A. Evidence that the site location of the facility will be appropriate to youth to be served in terms of individual needs, program goals and access to essential services.
- B. A description of the way in which the facility physically harmonizes with the neighborhood in which it is located considering such issues as scale, appearance, density, and population.

### **1.3 ACCESSIBILITY, GENERAL SAFETY, AND MAINTENANCE OF BUILDINGS AND GROUNDS**

The program buildings, parking lots, and other facilities shall be accessible as required by the Americans with Disabilities Act and other federal and state laws and regulations. The contractor shall ensure that all structures are maintained in good repair and are free from hazards to health and safety. The facility grounds shall also be maintained and shall be free from any hazard to health and safety. The structure shall be located within a secure perimeter which includes a secure building and a fence surrounding the recreation yard.

The program shall have a written plan for preventative and ongoing maintenance and safety. Each facility shall develop policy and procedures pertaining to:

- A. fire control
- B. flammable, toxic, and caustic material control
- C. emergency power and communication procedures
- D. emergency evacuation plans
- E. employee work stoppage
- F. escapes
- G. hostage situations
- H. medical emergencies
- I. notification of death
- J. specialized emergency situations (i.e. natural disasters)
- K. riot/disturbance plans

These plans shall be reviewed and updated annually, as necessary, with an updated plan submitted annually to OJJ.

Each contractor shall have a designated staff member responsible for the safety program at the facility. This individual shall conduct monthly inspections of the facility to identify:

- A. Fire safety
- B. Existing hazards
- C. Potential hazards
- D. Corrective action that is required to address identified hazards

This report shall be kept on file for review by the Office of Juvenile Justice facility monitors.

### **1.4 VEHICLES**

The facility shall have access to vehicles to transport all residents in the event of an emergency. Vehicles used to transport youth must be mechanically sound, road worthy, in good repair, and meet OJJ requirements for insurance coverage as per contract. The interior of the vehicle shall be free of loose items, i.e. jacks, tools, crowbars, fire

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extinguishers, etc.

All vehicles must display current state licenses, proof of annual motor vehicle inspections, proof of insurance and shall comply with all applicable state laws.

When in use, all vehicles must carry a standard first aid kit and a fire extinguisher which are easily accessible to staff.

The program shall have a vehicle maintenance and equipment check list, which shall include a listing of all critical operating systems and equipment inspections, the date of the last inspection, and the type of service or action taken.

All repairs required to critical operating systems (i.e. brakes, head lights) shall be made immediately.

All worn or missing critical equipment shall be replaced immediately (i.e. tires, jacks, seat belts).

#### **1.4.1 DRIVERS**

All drivers of vehicles must possess a valid Louisiana driver's license and the proper license required by state law for the type of motor vehicle operated.

All operators' driving records must be checked upon hiring and at least annually thereafter through the Office of Motor Vehicles to assess their suitability to transport youth. If the driving record is checked by the insurance agency, which reports acceptability to the provider, this is sufficient to meet the terms of this section. Verification shall be maintained in personnel files.

## **SECTION 2 STAFF AND STAFFING REQUIREMENTS**

### **2.1 STAFF QUALIFICATIONS**

All individuals providing services to youth in the custody of OJJ must possess all licenses and/or certificates required by statute or by the Department of Social Services (DSS), Bureau of Licensing and Certification (BOL), the Department of Health and Hospitals, Office of Health Standards or the program's accrediting body, as applicable.

All individuals providing services must be qualified to do so by educational background and/or experience.

Copies of required degrees and/or transcripts showing educational hours shall be kept on file for review by the Office of Juvenile Service monitors.

These standards shall constitute in part the basis for determining the adequacy of program and professional services delivered under contractual agreement with OJJ.

### **2.1.1 POSITION DESCRIPTIONS AND QUALIFICATION CRITERIA**

**CASE MANAGER:** An individual to whom the youth is assigned at admission who assists the youth with her individualized intervention plan, assesses the non-therapeutic needs of the youth and maintains her case record, presents the case in staffing, communicates with appropriate individuals regarding the youth, and prepares written communications including discharge reports. With appropriate credentials, the Case Manager may also serve as the Counselor.

Individuals providing this function must possess, at a minimum, a bachelor's degree from a fully accredited college or university in the social sciences or related field.

**SOCIAL WORKER/COUNSELOR/THERAPIST:** An individual responsible for the assessment of treatment needs, development and implementation of a plan for therapeutic services and the provision and monitoring of therapeutic/rehabilitative treatment services including individual, group, and family counseling to youth participating in an intensive residential treatment program.

Individuals providing this function must possess, at a minimum, a master's degree from a fully accredited college or university in social work, psychology, or counseling, and be supervised by a licensed mental health professional.

**YOUTH CARE WORKER:** A member of the team responsible for developing and monitoring individual intervention plans for youth in intensive residential treatment programs, conducting educational groups, developing and supervising day-to-day activities, implementing the behavioral management plan, monitoring telephone calls, television viewing and video game usage, providing transportation when required, participating in off-site activities, and responding to crises.

#### **YOUTH CARE WORKER I OR II**

##### **MINIMUM QUALIFICATIONS:**

Possession of any of the following shall qualify:

1. Baccalaureate Degree
2. Four years experience working with adolescents or young adults in structured programs or organized activities.
3. Four years experience in the field of social work, psychology, human services counseling, criminal justice, sociology and /or education.
4. Four years of military experience.
5. Any four year combination of Numbers 1 through 4 above; one year of experience shall substitute for 30 semester hours of college credit.
6. Sixty semester college credits which include twelve semester hours in social work, psychology, human services counseling, criminal justice, sociology, and/or education.
7. An associate degree plus two years of experience working with adolescents or young adults in structured programs or organized activities.
8. A one year certificate in Juvenile Justice from a program approved by the Louisiana Community and Technical College System (LCTCS), which includes successful

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completion of an internship with the Office of Juvenile Justice.

**RECREATIONAL SPECIALIST:** An individual who develops and implements an individualized and goal-directed recreational plan for a youth.

The individual providing this function must possess a bachelor's degree in recreational therapy, health and physical education, or a related field, or have a high school diploma and two years related experience in providing recreational services to youth. The recreational specialist must participate in ongoing training in providing recreational services in an intensive residential treatment program.

**TEACHER:** An individual who provides basic educational services as required by state and federal statutes. This individual must hold a valid Louisiana teaching certificate in the appropriate instructional field.

**INSTRUCTOR:** An individual who provides skill training or vocational training. The instructor's expertise may have been gained through formal education or direct experience.

This individual must possess at a minimum, a bachelor's degree in the field of instruction, high school diploma or its equivalent with a minimum of two years of practical experience in the field.

## **2.2 PROGRAM STAFFING REQUIREMENTS**

The contractor shall ensure that an adequate number of qualified staff is present at all times to supervise youth and provide for their health, safety, and well-being.

Staffing patterns shall provide maximum case manager/counselor availability to youth at times when youth are able to use facility resources as outlined below, and shall provide consistency and stability so that they know the roles of each staff member.

The staffing pattern of the facility shall concentrate staff at those periods when most youth present are able to use facility resources including but not limited to the following:

- A. After school, until bedtime (generally 3:00pm until 10:00pm);
- B. On Saturdays, Sundays, and holidays when administrative and support staff are generally not scheduled;
- C. During visiting times, leisure times when fewer than 50% of the youth are on furloughs, recreational times, and evenings when youth return from furloughs;
- D. The contractor shall ensure that youth being transported are properly supervised.

Each facility shall abide by its own staffing pattern which is subject to approval by OJJ. Any deviation from the staffing criteria established herein must be specifically waived in

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writing by the Deputy Secretary or his designee or stated specifically in the contract with OJJ.

## **2.3 GENERAL REQUIREMENTS FOR STAFF DEVELOPMENT**

Staff development is an essential program component. A well planned and executed staff development program increases the competency and performance of staff and volunteers and establishes a common understanding of a program's objectives, policies, and rules.

Staff development includes formal classroom instruction, on-the-job staff development under the direction of an instructor, staff development meetings, or conferences that include a formal agenda and instruction by qualified personnel.

This section does not preclude the use of videotapes, films, and other audio/visual methods of staff development. Routine staff meetings and supervisory conferences shall not be considered staff development.

All support staff who do not have direct contact with the youth shall receive 16 hours of pre-service training.

All youth care workers, teaching parents, supervisors, counselors, and case managers (including all volunteers in these positions) shall receive a total of 56 hours of staff development during the first year of employment: 16 hours of pre-service and 40 hours of in-service. An additional 40 total hours of staff development is required each subsequent year. (Programs required by contract terms to obtain ACA accreditation shall abide by ACA training standards.) **Providers, including employees, volunteers, and contract staff, are required to participate in OJJ sponsored staff development opportunities when appropriate and available.**

Staff development must be documented and content must be in accordance with a "nationally recognized accrediting body." Staff development for staff and volunteers shall be conducted in accordance with a written program plan for staff development and coordinated by a designated staff member at the supervisory level.

All staff development programs shall be presented by persons who are qualified by education or experience in areas in which they are teaching. Staff development programs should define requirements for completion and make provisions for attendance recording, a system to recognize completions, and an evaluation of the staff development.

Staff development programs shall:

- A. Include professional development and skills development for all personnel and volunteers;
- B. Meet the needs of each staff member according to their job classification and be pertinent to his/her individual work with youth;
- C. Where available, involve the use of community resources;

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D. Include in-service staff development in existing practices, procedures, and skills necessary for working with youth.

E. Include pre-service and in-service training on the Prison Rape Elimination Act (PREA) and the facility's Drug-free work force policy.

## **PRE-SERVICE ORIENTATION**

Pre-service orientation for all staff including direct care staff, support staff and volunteers shall include, but not be limited to, the following:

- A. OJJ vision, mission and guiding principles
- B. Program procedures and programmatic goals including behavior management
- C. Job responsibilities
- D. Personnel policies
- E. Youth supervision
- F. Report writing
- G. Instruction in safety and emergency procedures including nonviolent crisis intervention
- H. Confidentiality issues
- I. Youth Rights and Grievance Procedure
- J. Activity Report-Unusual Occurrence Report
- K. Standard Operating Procedures
- L. Communicable diseases
- M. Boundary issues
- N. Prison Rape Elimination Act (PREA)
- O. Drug-Free Work Place Policy

In addition to meeting the pre-service requirements listed above, individuals employed as direct youth care staff who do not possess at least one year of direct child care experience must complete a 30-day internship. During their first 30 days on the job, they shall be under the supervision of an experienced youth care worker or direct care supervisor. They shall not be assigned sole responsibility for the supervision of youth until this phase of training is completed and shall not qualify when computing staff to youth ratio.

### **2.3.2 IN-SERVICE STAFF DEVELOPMENT REQUIREMENTS FOR DIRECT CARE WORKERS, COUNSELORS, AND CASE MANAGERS**

Staff development course content must include the following:

- A. Principles and practices of youth care and supervision (i.e., signs and symptoms of mental illness in children and adolescents; Psychotropic medications: benefits and side effects)
- B. Program procedures and programmatic goals (i.e., behavior management system)
- C. Youth Rights and Grievance Procedures (i.e., appeals process)
- D. Procedures and legal requirements concerning the reporting of abuse and neglect

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- E. Reporting and documentation of critical incidents
- F. Behavioral observation, adolescent psychology, and child growth and development, including gender-specific issues
- G. Counseling techniques (i.e., interpersonal communication, motivational interviewing, active listening)
- H. Conflict Resolution (i.e., passive restraints, use of force/crisis intervention, de-escalation)
- I. Legal matters (i.e. Children's Code and Criminal Code)
- J. Security procedures (i.e. key control, searches, and contraband)
- K. Socio-cultural lifestyle of youth (i.e., diversity, human dignity, cultural competency)
- L. Implementation of Treatment Plans
- M. Instruction on documentation and communication procedures with fellow employees and Agency Staff
- N. Report writing (i.e., progress notes, treatment plans, quarterly reports)
- O. Emergency and safety procedures including medical
- P. Current certification of CPR and First Aid
- Q. Safe administration and handling of medication, including psychotropic drugs
- R. Activity Report-Unusual Occurrence Report
- S. Standard Operating Procedures
- T. Universal precautions regarding injury and illness including communicable diseases
- U. PREA
- V. Drug-free work force policy

### **2.3.3 DOCUMENTATION OF STAFF DEVELOPMENT**

- A. Staff development records shall be kept by a designated staff person. Separate staff development records shall be established for each staff member and volunteer and shall include the following:
  - 1. Name
  - 2. Assignment category (position, type of employee [full-time/part-time/volunteer])
  - 3. Employment beginning date
  - 4. Annual staff development hours required
  - 5. A current chronological listing of all staff development completed
- B. Staff development programs must be documented by the following:
  - 1. Date and times staff development was conducted
  - 2. Topic of the staff development session
  - 3. Name and qualifications of the instructor
  - 4. A roster with signatures of all participants including subject, date, instructor(s) name(s), and duration of staff development

## **2.4 VOLUNTEERS**

A volunteer is any person who provides goods or services to the program with no monetary or material gain.

Programs serving youth shall solicit the involvement of volunteers to enhance and expand their services not to substitute for the activities and functions of facility staff.

#### **2.4.1 VOLUNTEER PLAN**

Programs that utilize volunteers regularly must have a written plan and corresponding program policies that ensure the following:

- A. Volunteer recruitment is conducted by the facility director or designee. Recruitment is encouraged from all cultural and socio-economic segments of the community;
- B. Volunteers are at least 21 years of age, of good character, and sufficiently mature to handle the responsibilities involved in the position;
- C. Volunteers shall complete an application for the position and are suited for the position to which they are assigned;
- D. Volunteers shall agree in writing to abide by all program policies;
- E. Volunteers who perform professional services are licensed or certified as required by state statute or regulation;
- F. Written job descriptions are provided for each volunteer position;
- G. Volunteers must agree to background and criminal record checks as prescribed by state statutes;
- H. Volunteers are adequately trained and the training is documented;
- I. Volunteers shall be supervised by a paid employee of the program. This individual shall coordinate and direct the activities of the volunteer. Volunteer performance shall be evaluated periodically and evidence of this evaluation shall be made part of the volunteer's file.
- J. A procedure shall be established for the termination of volunteers when substantial reasons for doing so exist.

#### **2.5 CRIMINAL BACKGROUND CHECKS**

LA R.S. 15:587.1 (Louisiana Child Protection Act) requires that any person who maintains supervisory or disciplinary authority over youth is subject to a criminal background check. Intensive residential programs shall complete a criminal background check on individuals prior to employment or providing services to youth as a contractor.

OJJ social service contractors shall ensure that all employees and volunteers, as required by statute, have submitted the required fingerprint cards and releases to the Department of Public Safety and Corrections, Office of State Police, Bureau of Criminal Identification. Documentation of appropriate requests and responses should be kept in the employee personnel records.

Persons convicted of the following crimes shall not be employed, provide services through contract or serve as volunteers:

First degree and second degree murder; solicitation for murder; manslaughter; rape; aggravated, forcible, or simple rape; aggravated oral sexual battery; aggravated sexual battery; oral sexual battery; sexual battery; pornography involving juveniles; molestation of a juvenile; intentional exposure of the AIDS virus; computer-aided solicitation of a minor; prohibited sexual conduct between educator and student; sexual battery of the infirm; second degree sexual battery; aggravated or simple kidnapping; second degree kidnapping; aggravated kidnapping of a child; aggravated battery; second degree battery; aggravated assault; assault by drive-by shooting; aggravated second degree battery; aggravated assault upon a peace officer with a firearm; aggravated assault with a firearm; illegal use of weapons or dangerous instrumentalities; armed robbery; first, second and simple degree robbery; aggravated arson; aggravated criminal damage to property; aggravated burglary; aggravated flight from an officer; disarming of a peace officer; purse snatching; extortion; stalking; carjacking; terrorism; criminal neglect of family; aggravated incest; letting premises for obscenity; incest; criminal abandonment; carnal knowledge of a juvenile; indecent behavior with a juvenile; prostitution; inciting prostitution; prostitution by massage; sexual conduct prohibited; soliciting to prostitution; pandering; letting premises for prostitution; enticing to prostitution; crime against nature; aggravated crime against nature; peeping tom; video voyeurism; voyeurism; contributing to the delinquency of a juvenile; cruelty to a juvenile; second degree cruelty to juveniles; child desertion; cruelty to the infirmed; obscenity; operating a place of prostitution; sale of minor children; distribution or possession with intent to distribute narcotic drugs in schedule I, schedule II, schedule III, schedule IV and V; mingling harmful substances; or conviction for attempt or conspiracy to commit any of these offenses.

## **SECTION 3**

## **GIRLS' PROGRAMMING**

The contractor shall provide rehabilitative services designed to improve the youth's behavior, minimize the likelihood of continued delinquent offenses, and facilitate successful home/community reintegration.

### **3.1 ADMISSION PROCEDURES**

Once a female has been adjudicated, a risk assessment is completed by the local OJJ office to determine if the youth meets the criteria for an intensive residential treatment (IRT) program. Females meeting the criteria for IRT are classified as "pending secure" and are placed on the "pending secure" list in the OJJ data system. The OJJ office of origin shall forward a packet containing all pertinent information concerning the youth to OJJ Central Office Director of Girls' Programs. Once the packet is received at Central Office, the Director of Girls' Programs shall order a psychological assessment to be completed according to a standard protocol by an approved psychologist within the community. Once the assessment is complete, the IRT program that is closest to the youth's home that has an available bed shall be notified of the pending transfer of the girl into the IRT program.

The following steps shall be taken when admitting a youth into an intensive residential treatment facility:

- A. A copy of the psychological assessment with treatment recommendations shall be faxed by OJJ Director of Girls' Programs to the facility, the placing Regional OJJ and the supervising OJJ offices prior to the youth's arrival at the facility except in the event of an emergency placement by the Court. The Girls' Program Manager shall either mail or hand deliver a copy of all additional information relating to the youth following the youth's arrival to the facility.
- B. Transportation arrangements shall be made with the placing Regional Office to transport the youth to the designated facility.
- C. The Director of Girls' Programs shall immediately schedule an appointment with Jetson Regional Diagnostic Center (JRDC) for medical intake, fingerprinting and DNA testing which shall be made available through the OJJ data system. The facility, as well as the placing and supervising OJJ offices, shall be notified of the scheduled appointment.
- D. The Director of Girls' Programs shall contact the supervising Regional Office to arrange for transportation to the JCY appointment.
- E. The facility shall be responsible for the following upon the youth's arrival:
  - 1. conduct a mental status exam
  - 2. complete a basic medical exam
  - 3. distribute clothing to the youth

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4. assign the youth a bed
  5. discuss possessions allowed
  6. begin integrating the youth into appropriate programs
- F. The facility shall give the youth a copy of the youth manual which describes the rules, level system, expectations, grievance procedures, phone use, mail, etc. The youth shall sign a receipt indicating the manual has been given to her and that it has been verbally explained to her.
- G. The facility staff in collaboration with the supervising probation officer shall complete the needs assessment and initial custody classification forms within three (3) days of the youth's arrival.
- H. The facility shall develop a file for the youth which will include the psychological assessment, initial custody classification document, needs assessment, etc. according to the clip file list.

### **3.1.1 ADMISSION POLICIES**

- A. Any change in the admission policy shall be considered a change in the contract, requiring a formal contract amendment or waiver. This does not preclude temporary exceptions requested by OJJ or approved for the facility by OJJ.
- B. Without authorization from OJJ, a contractor shall not admit more youth into care than the number specified on the provider's contract.
- C. A youth's admission into a program shall be based on an assessment of the youth's comprehensive needs and on the ability of the contractor to address same,
- D. A contractor shall ensure, if feasible, that the youth and the person legally responsible for her are provided an opportunity to participate in the admission process and related decisions.
- E. Only youth who meet the criteria for placement into the program shall be referred to the program except in emergency situations when a judge has ordered immediate placement, or when a more appropriate placement is not available. The contractor agrees not to reject or eject any female between the ages of 10-20 determined appropriate by OJJ and referred to the contractor, regardless of psychiatric diagnosis or behavioral history, race, ethnic origin or religion.
- F. All youth shall receive an orientation in and written materials regarding the Prison Rape Elimination Act (PREA).

### **3.1.2 EMERGENCY PLACEMENT**

The Office of Juvenile Justice, shall, at times, require providers to facilitate emergency placements. OJJ Director of Girls' Programs shall facilitate the transfer of available

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social, evaluative, and medical information and shall determine the need for additional psychological assessment. The requirements of 3.1 Admission Procedures, Paragraphs B-H, shall be met.

## **3.2 DISCHARGE PROCESS**

A youth placed in the program by OJJ shall not be released without prior authorization by OJJ.

Reintegration planning begins with the initial development of an individualized intervention plan and is an ongoing process throughout the youth's program. Refer to SOP Section 4.2, Reintegration Plan.

The youth's case manager/counselor in collaboration with the multidisciplinary team is responsible for reintegration planning and must ensure that all the facility's obligations to the youth have been met prior to release, unless the youth's court ordered full-term date has been reached.

### **3.2.1 PLANNED DISCHARGES**

- A. A planned discharge is a discharge following the youth's successful completion of her treatment program, and/or modification by the court or the discharge of a youth on her full-term date.
- B. The facility staff and OJJ placing and supervising offices shall have been working together to determine when the youth is ready for discharge.

A written recommendation for release shall be developed at least 30 days prior to the youth's completion of the program. This recommendation shall include the following:

- 1. A current summary of the youth's progress
  - 2. A summary of the efforts to reach the youth's goals and objectives
  - 3. Any unresolved goals or objectives
  - 4. Goals and objectives for parents/aftercare workers to continue to reinforce
  - 5. Recommendation for continuing services in her home community
  - 6. The prognosis
  - 7. The current address of the recommended custodian
- C. OJJ shall submit the official recommendation for release to the court.
- D. The following procedures shall be completed at the time of discharge:
  - 1. The contractor shall provide a release agreement, signed by the youth and a facility representative and maintained in the youth's file which includes the following:
    - a. The name of the person or agency to whom the youth is to be

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released

- b. A statement confirming the return of personal effects
  - c. A statement of completion of any pending actions (grievances, claims for damages, lost possessions, etc.)
  - d. A statement of return of facility issued articles (sheets, pillowcases, bedspreads, towels, washcloths, etc.).
2. The contractor shall immediately provide to the individual or agency authorized to transport the youth, her medication and prescriptions.
3. Within five working days, the contractor shall provide to the supervising regional office the following:
  - a. Any available dental or medical records.
  - b. All available records from the school(s) the youth attended while in the program.

### **3.2.2 RECOMMENDING REASSIGNMENT, RELEASE, OR DISCHARGE**

Youth in the custody of OJJ assigned to an intensive residential treatment program (other than those committed under the provisions of La. Ch. C. Article 897.1 or who have a self-modifying order) shall be considered for reassignment to a non-secure program, release, or discharge from custody when the youth has met the minimum guidelines for a facility recommendation for modification. In these cases, a modification of disposition must be filed in accordance with OJJ policy. See **YS Policy No. B.2.1 “Assignment, Reassignment, Release, and Discharge of Youth”**

### **3.2.3 PROJECTED MODIFICATION RECOMMENDATION DATE (PMRD)**

All youth admitted to intensive residential treatment shall have an Individualized Intervention Plan (IIP) developed and communicated to the youth. The treatment plan is based upon the assessed needs of the child. The IIP includes provisions for estimating the length of time needed to complete the treatment plan and preparing the youth’s return to the community. Once the youth has made satisfactory progress in completing her IIP, the case manager/counselor shall develop an early release plan that often may include continuation of the treatment services that were initiated in the intensive residential treatment facility. The guidelines for the facility case manager to use in developing the treatment plan and establishing a projected modification recommendation date (PMRD) are found in **YS Policy B.2.1 “Assignment, Reassignment, Release and Discharge of Youth”**

### **3.2.4 EMERGENCY DISCHARGES**

In the event that a youth's medical or psychiatric condition is such that long-term hospitalization is required, OJJ may discharge the youth from the facility's care. A facility shall not conduct an emergency discharge of a youth without first obtaining permission from OJJ.

### **3.3 RESERVATION OF PROGRAM SLOTS**

When a youth's treatment program is interrupted, with an expectation for return and continuation of services, a program slot shall be reserved for this individual.

Hospitalization for psychiatric or medical reasons, trial home visits and runaways are routine situations for program slot reservation. In these cases, the program slot shall be reserved until OJJ notifies the program that the youth will not return.

### **3.4 FURLOUGHS**

Youth shall be considered and recommended for furloughs in accordance with YS Policy No. C.4.1 "Furlough Process and Escorted Absence". Furloughs shall be utilized as a rehabilitative tool to assist youth in maintaining and improving positive family and community relations.

Furloughs for youth assigned to intensive residential treatment programs shall be considered an integral part of the youth's treatment plan. However, in all cases, the potential risk to public safety and adequacy of home supervision shall be considered prior to allowing a youth to return home. It is also important that furloughs not interfere with the ongoing treatment and supervision needed by youth in OJJ custody.

Provisions shall be made for annual review of the furlough program's effectiveness. The facility shall maintain data on the number of requested furloughs, approved furloughs, successful and unsuccessful furloughs, and barriers to approval and success.

#### **3.4.1 ESCORTED PASSES**

Escorted passes shall be provided by the facility to allow youth to participate in off-site activities, (i.e., educational, cultural, religious, social or restorative justice, etc.). The passes should be used primarily as an incentive for progressing through the level system and to address reintegration plan issues such as enrolling in school, applying for a job, obtaining a driver's license, etc. In addition, youth may be taken on escorted passes to attend funerals of immediate family members, participate in family counseling or to visit family when a furlough is not possible.

While escorted passes are typically the responsibility of the facility, either the supervising or placing probation officer may also choose to either participate in or to initiate an escorted pass. Escorted passes initiated by the facility do not require prior approval by OJJ; however, the supervising regional office shall be notified prior to the escorted passes. Escorted passes initiated by OJJ must be coordinated with the residential facility.

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Youth going on escorted passes may wear street clothing rather than the facility uniform. When the facility takes a youth on an escorted pass, the facility Director or designee shall determine whether the use of mechanical restraints is warranted. In the event the probation officer takes the youth on an escorted pass, the use of mechanical restraints shall be determined by the escorting regional office.

### **3.5 TEMPORARY CLOSURE OF FACILITY**

Contractors providing services to OJJ are expected to provide these services on a continuous basis consistent with the terms of their contract.

Each facility shall provide OJJ with an emergency plan for natural disasters, fires, floods, or other emergency situations which may or may not require the temporary closure of the facility.

Approval must be obtained from OJJ prior to moving youth in an emergency situation, when possible. In the event there is insufficient time to request approval (i.e., natural disaster, fire, flood, etc.), the provider must assure the safety of all youth, then immediately notify the supervising OJJ Regional Manager of the physical location of each youth assigned to the program.

### **3.6 TRAVEL**

#### **3.6.1 IN-STATE FACILITY OVERNIGHT TRAVEL**

- A. Planned overnight facility outings within the State, shall be approved by the Deputy Secretary or designee.
- B. The facility director or designee shall notify the Regional Manager of the supervising region of the following:
  - 1. The date(s) of the outing
  - 2. Location of overnight accommodations (address/phone numbers)
  - 3. Scheduled location of outing
  - 4. The number and names of youth involved
  - 5. The number of staff providing supervision, as well as their names and positions
  - 6. Contact information (cell phone numbers) of staff providing supervision
- C. Written notice to the supervising region shall occur at least 14 days prior to the scheduled activity.
- D. Any “unusual occurrences” during the outing shall be reported to the supervising regional office immediately.

### **3.6.2 OUT-OF-STATE TRAVEL**

Prior authorization is required from the Deputy Secretary for out-of-state travel. The procedure is as follows:

A. The Contractor shall:

Notify the supervising regional office, in writing, at least 30 days prior to the scheduled outing. The following information shall be included:

1. Date(s) of the scheduled trip
2. Destination of the trip
3. Transportation arrangements
4. The address and phone number of overnight accommodations
5. The names of youth and the names and positions of the staff
6. Contact information (cell phone numbers) of staff providing supervision

B. The Supervising Region shall:

1. Notify the placing region of proposed travel.
2. Obtain youth's signature on the Interstate Compact Out-of-State Travel Permit and Agreement to Return form and maintain form in the youth's file.
3. Contact the OJJ Deputy Secretary or designee for authorization for out-of-state travel after court approval is obtained.
4. Notify contractor of final decision

C. The Placing Region shall:

1. Obtain court approval after notification from the supervising region
2. Advise supervising region when court approval is obtained

### **3.6.3 OUT-OF-STATE TRAVEL/INDIVIDUAL YOUTH**

Out-of-state travel for an individual youth in the custody of OJJ must have the prior written approval of the Deputy Secretary and the court of jurisdiction. It is the responsibility of the placing region to contact the Deputy Secretary and the court of jurisdiction. The information required in SOP Section 3.6.2 above shall be included in the request for out-of-state travel.

### **3.7 RECREATION AND LEISURE**

A provider shall have a written recreation plan consisting of a minimum of one hour of structured recreation services daily. Activities shall be determined by the individual needs, interests, and the functioning levels of the youth served.

The recreational program should include indoor and outdoor activities designed to address both motor and social skills. The facility shall have an adequate number of

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qualified recreational staff to ensure effective organization and supervision of facility and community activities. It is the provider's responsibility to arrange transportation and maintain adequate supervision. Utilization of community recreational resources shall be maximized.

Leisure activities should minimize the use of television and make use of a full array of table games and other activities that encourage both solitary entertainment and small group interaction. A comfortably furnished area shall be designated inside the facility for leisure activities.

Any costs associated with recreational activities shall be the responsibility of the provider. No youth shall be required to pay to participate in recreational activities. Participation in recreation shall be documented and maintained in the youth's case file.

### **3.8 EMPLOYMENT**

Within the last 30 days of a youth's custody term, the facility is encouraged to take employable youth on escorted absences for job interviews in the geographical area in which the youth will reside.

### **3.9 EDUCATION**

A contractor shall ensure that each youth has access to appropriate educational and vocational services that are consistent with the youth's abilities and needs, taking into account age, level of functioning, and any educational requirements specified by law. All youth placed in a female residential program shall be tested within seven days of placement. Youth shall be retested every six months and/or prior to release. Formal tests such as the Test of Adult Basic Education (TABE), or the Woodcock Johnson shall be utilized.

- A. All youth of mandatory school age shall be enrolled in a school system or in a program approved by the Department of Education. Any program that provides education on the grounds of the facility through a cooperative agreement with the local education agency or by virtue of an approved alternative school status shall ensure provision of all educational services by teachers certified by subject/grade as defined by the Department of Education. **Regardless of the status of the school system utilized by the facility, every effort shall be made to ensure youth in the program are afforded the opportunity to take all state-mandated standardized testing.**
- B. The program shall provide structured educational activities for youth pending their enrollment in an appropriate educational/vocational setting.

It is the provider's responsibility to facilitate referral to the School Building Level Committee (SBLC) when a youth is not making progress in the regular educational setting.

The program shall ensure that the special education needs of youth assigned to its

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care are addressed through the youth's Individual Education Plan (IEP) as required by state and federal regulation (SEE ATTACHMENT).

- C. The program shall maintain cooperative relationships with local school systems, colleges/universities, and trade schools for the purpose of developing and maintaining suitable programs for youth.
- D. All eligible youth shall be given the opportunity to participate in a program of instruction leading to a traditional high school diploma or GED and given the opportunity to complete all GED testing.
- E. All youth who have obtained a high school diploma or GED and who desire to be enrolled in ACT preparation shall be given the opportunity to enroll and complete ACT testing.
- F. All youth who have completed high school or obtained a GED and desire vocational education shall be enrolled in a vocational program either on or off site. If off site, facility staff shall be present.
- G. All youth who have obtained a high school diploma or GED and have taken the ACT shall be given the opportunity to enroll in a college/university either on or off site or via the internet. If off site, facility staff shall be present.

Incremental progress toward a youth's treatment goal shall be recorded in the IIP and reported to OJJ in the quarterly progress reports.

Youth sentenced under the provisions of La. Ch. C. Art. 897.1 shall be eligible for off-campus privileges (i.e. work details or educational programs) with the approval of the Director of Girls' Programs and the facility director. Art. 897.1 youth who are approved to participate in off campus privileges must be under direct supervision.

### **3.10 RELIGION**

Written policy and procedure shall ensure that attendance at religious services is voluntary. No youth shall be required to attend religious services.

- A. All youth shall be provided the opportunity to voluntarily practice their respective religions.
- B. Youth shall be permitted to attend religious services of their choice in the community, if appropriate and available.
- C. The provider shall arrange transportation and maintain adequate supervision of youth who desire to take part in religious activities in the community.
- D. If the youth cannot attend religious services in the community because staff has reason to believe she would attempt to flee, the provider shall make every effort to ensure that she has the opportunity to participate in

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religious services on-site.

- E. Youth shall be permitted to receive visits from official representatives of their respective faith.
- F. When the youth is a minor, the provider shall determine the wishes of the legally responsible person with regard to religious observances and shall make every effort to ensure that these preferences are accommodated

### **3.11 CODE of CONDUCT:**

Each provider shall adhere to the OJJ Code of Conduct policy, B.5.1. The Code of Conduct is the mechanism for assigning sanctions/consequences for negative behavior at the secure facilities. Violations are classified into two categories, Minor and Major violations. Staff members are encouraged to address behaviors utilizing the Informal Resolution Process, rather than a written violation report.

The purpose of the Informal Resolution Process is to identify and change negative behavior. This process can be addressed as an individual or a group process.

Minor Violations are negative behavior which is addressed through the Informal Resolution or group process.

Major Violations are behavior which disrupts the provision of services and threatens the safety of the facility, the youth, visitors and/or staff and results in a due process hearing before the Conduct of Conduct Committee. The Code of Conduct Committee will hear the violation, discuss the youth's behavior and encourage the youth to identify and change negative behavior to positive behavior by imposing consequences.

Providers shall make every effort to resolve problems utilizing the Informal Resolution Process.

Prior to initiating a report, careful attention should be given to the program rules to determine the seriousness of the behavior.

#### **3.11.1 CODE OF CONDUCT CONSEQUENCES**

- A. Major Violation consequences may be imposed only after a hearing and a guilty decision is rendered by a Code of Conduct committee which is not involved in the incident. For more information regarding the consequences to be imposed, see OJJ policy B.5.1 Code of Conduct. Other consequences may be utilized depending on the individual needs of the youth.
- B. Consequences must not compromise the safety and well-being of the youth.



- C. Room restriction shall not be used as a sanctioned consequence/penalty. Staff make every effort to maintain control of youth through methods of positive reinforcement, setting clear expectations and providing appropriate incentives. Consequences are to be administered in a way that creates a learning experience for the youth.
- D. No youth shall supervise, be involved in or carry out consequences handed down by the committee to another youth.
- E. Only approved staff members may be involved in imposition of consequences.
- F. Sanctions shall not be administered in a way that degrades or humiliates a youth.
- G. The contractor is prohibited from using the following consequences.
  - 1. Corporal punishment of any kind
  - 2. Physical exercise or repeated physical motions
  - 3. Denial of meals/fluids
  - 4. Denial of usual services
    - a. Education
    - b. Vocational services and employment
    - c. Medical services
    - d. Communication with family, probation officer, or legal counsel
  - 5. Excessive work detail
  - 6. Chemical Restraints.

### **3.11.2 RESTITUTION**

The Office of Juvenile Justice's policy holds youth responsible for the financial consequences of their actions by authorizing restitution as part of the Code of Conduct process.

- A. Basis for Restitution
  - 1. Actual cost restitution may be ordered as part of the process when a youth has damaged or destroyed property or when an incident results in outside medical care for staff or a youth.
  - 2. All youth shall be afforded an administrative hearing in accordance with the established procedure of the facility and standards set forth in facility policy if restitution is to be considered. The facts must be documented by staff and a hearing must be conducted with the multidisciplinary team. The record must contain written evidence of costs incurred or value of property damaged or destroyed.
- B. Collection of Restitution
  - 1. Funds for restitution may be withdrawn from the youth's personal funds

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not to exceed one-half the total in the account. If there are no funds available or the funds are insufficient, a plan must be developed by the provider to assist the youth with restitution. In no instance shall a contractor withdraw **all** funds in a youth's account to satisfy a restitution claim.

2. A summary of restitution activity shall be included in the quarterly report.

### **3.11.3 APPEAL OF CODE of CONDUCT CONSEQUENCE**

Each contractor shall have a formal written process through which a youth can appeal a consequence and receive a review of her case. At orientation and at the time of any imposed consequence, the provider shall explain to the youth how to use the appeal process. The process shall adhere to OJJ B.5.1 Code of Conduct policy

## **3.12 CONFIDENTIALITY**

Confidentiality of records is of critical importance.

At a minimum, the provider shall adhere to the following procedures:

- A. All records shall be stamped "confidential" on the cover or outside folder.
- B. Youth records shall be kept in locked areas and shall be supervised and controlled by an authorized staff member.
- C. Automated records shall include a procedure to ensure confidentiality.
- D. The contractor shall have written procedures in accordance with YS Policy No. B.3.2 "Access to and Release of Active and Inactive Records" to address the confidentiality of youth records. Written procedures shall specify who will supervise the maintenance of the records and who shall have custody of the records.

### **3.12.1 ACCESS**

- A. Access to confidential youth records shall be limited to the following authorized persons:
  1. Staff authorized by the contractor and members of the administrative staff of the contractor's parent agency;
  2. A parent/guardian for youth under age 18. If the youth is age 18 or over and she must authorize release.
  3. Appropriate OJJ staff;
  4. Counsel for the youth with signed consent form;

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5. Judges, prosecutors, and law enforcement officers when essential for official business;
  6. Individuals and agencies approved by OJJ to conduct research and evaluation or statistical studies;
  7. State licensing reviewers;
  8. Social service agencies.
- B. If OJJ believes that information contained in the record would be damaging to the youth's treatment/rehabilitation, that information may be withheld from the youth and/or her parent(s)/guardian(s) or others except under court order.

### **3.12.2 YOUTH IMAGES**

- A. Each facility shall have a written policy and procedure that specifies the instances under which information concerning a youth or images/photographs of a youth may be released. This policy shall include, but not be limited to, release of photographs to law enforcement, media, or for inclusion in facility newsletters or publications. Prior to the release of any images or photograph of youth in OJJ custody the Director of Girls' Programs must be contacted for approval.
- B. Media published images of youth in OJJ Custody (photographs, recordings of audio or video images) shall be allowed only when the activity depicted is related to restorative justice or community reintegration and with parental consent. No identifying information shall be listed, except for the youth's first name. The youth's offense, last name, date of birth, etc. shall not be given.
- C. Permission to release or use the photographs of youth in OJJ custody shall require written authorization from the Deputy Secretary or designee.
- D. No face shots shall be published unless these are the only pictures available. In this case, a consent form must be signed by the youth and her parent / legal guardian. If the youth is over 18 years of age, she can sign the consent form. The signed consent form shall be mailed to the parent / legal guardian.
- E. No youth in the custody of OJJ shall participate in person or by images for the express purpose of any fund-raising efforts.

### **3.12.3 RELEASE FORMS**

- A. The youth and legal authority (parent/guardian if youth is under 18 years old or PPO/J) shall sign a Release of Information Consent Form before information about the youth is released to anyone outside of OJJ. The Director of Girls'

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Programs shall be contacted for approval prior to release.

B. The Release of Information Consent Form shall include, at a minimum, the following:

1. Name of person, agency, or organization requesting information
2. Name of person, agency, or organization releasing information
3. The specific information to be disclosed
4. The purpose or need for the information
5. Date consent form is signed
2. Signature of the youth and the parent/legal guardian
7. Signature of the person witnessing the youth's signature
8. An expiration date
9. A statement that the released documents shall not be reproduced or distributed without OJJ consent.

C. A copy of the consent form shall be maintained in the youth's record.

### **3.12.4 RETENTION OF YOUTH RECORDS**

Contractors shall turn over the entire original youth record to the region of origin upon the youth's release. A hard copy of each youth record shall be sent to JRDC by the regional office within 30 days of the youth's discharge and/or closing of the case.

All copies of youth records retained by the facility shall be purged after six years or the youth's <sup>21st</sup> birthday, whichever is longer.

## **3.13 PERSONAL FUNDS**

### **3.13.1 HANDLING BY CONTRACTOR**

The contractor shall be required to deposit all personal funds collected for the youth in a public banking institution in a non-interest bearing account specifically designated "Youth Personal Funds" and maintain a ledger showing the status of each youth's account.

If a youth's personal funds exceed \$250.00, the contractor shall open an interest bearing account in the name of the youth.

All withdrawals by youth or expenditures made on behalf of a youth (i.e., for gifts, special clothing, personal items allowed by the program, etc.) by the contractor shall be documented by a withdrawal request, signed and dated by the youth. This documentation shall be reconciled to the youth's ledger monthly. (See attachments "Juvenile Withdrawal Request" and "Personal Funds Balance Reports".)

### **3.13.2 REPORTING REQUIREMENTS**

A report shall be filed with OJJ by July 15 for the year ending June 30 showing a list of all youth account balances, date of admission and, if appropriate, the date of discharge. This includes all residents who have been in the program at any time during the previous year. The personal funds account and the report are subject to review or audit by OJJ or its representatives at any time. Any discrepancies in youth accounts shall be resolved within 14 days of notification.

### **3.13.3 TRANSFER OF PERSONAL FUNDS**

When a youth is discharged from the program, the balance of her account minus any funds due the contractor shall be given or mailed to her within 30 days regardless of the reasons for discharge.

If the youth is to be reassigned to another program, a check should be made in the name of the youth and forwarded to the new program within seven working days.

The provider must document efforts made, including contacts with OJJ, in attempting to locate a youth for transfer of funds. When a youth cannot be located, those funds held on her behalf are considered to be abandoned after 90 days and shall be remitted to OJJ Central Office. The refund check and report must be accompanied by a list of youths' names and case numbers.

### **3.13.4 CLAIMS AGAINST A YOUTH'S ACCOUNT**

A contractor shall not require youth to pay for services and supplies which are to be provided by the contractor (e.g. toiletries, linen, laundry, drug screens, routine supplies, and lunch money).

The contractor shall not access the youth's account for damages without following the restitution process as provided in SOP Sections 3.11.2 and 3.11.3.

## **3.14 FOOD SERVICE**

Youth shall be served a varied and nutritionally adequate diet with menus approved annually by a qualified nutritionist, physician, or dietician to ensure that nationally recommended allowances for basic nutrition are met. Youth must be fed three meals daily, two of which must be hot meals. Youth with special nutritional needs for medical or religious purposes shall be provided a specialized diet.

The OJJ Food Service Director shall make routine inspections of food service facilities and review menus.

## **3.15 TRANSPORTATION**

It shall be the responsibility of the contractor to provide all transportation associated with the youth's Individualized Intervention Plan including all medical related appointments

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and to assure the youth's appearance in all court proceedings.

It is the responsibility of OJJ to provide transportation for admittance and discharge into the program.

All youth shall routinely be required to wear mechanical restraints during transports except in certain situations (furloughs, facility outings, participation in vocational programs) in which it shall be the facility director's or designee's decision if mechanical restraints are applied.

### **3.16 CLOTHING**

Youth shall have sufficient clothing appropriate to participate in activities included in their Individualized Intervention Plan.

The facility shall provide sufficient clothing to each youth. If the youth does not have sufficient clothing (for furloughs, facility outings, and/or participation in vocational programs) the facility director or his designee shall contact the supervising region for authorization to make an initial clothing purchase.

Replacement clothing shall be purchased at the expense of the provider. Clothing left behind if a youth runs away from a facility shall be immediately secured, inventoried and delivered to the supervising region upon discharge.

### **3.17 REIMBURSABLE PROGRAM RELATED EXPENSES**

OJJ shall reimburse the contractor for certain program-related expenses, according to the following terms:

- A. The item or service must be needed to promote the health, well-being, and/or treatment goals of the youth;
- B. The item or service is not available or fundable through any other source, including the family of the youth;
- C. The cost of the item or service is not specifically funded by the per diem paid to the contractor;
- D. The contractor gets prior approval from the Deputy Secretary or his/her designee to make the expenditure.

#### **3.17.1 EXAMPLES OF REIMBURSABLE EXPENSES**

In certain emergency or unusual circumstances a youth may need an item or service not included in the per diem rate.

Each item or service submitted for reimbursement shall be reviewed on a case-by-case basis and the criteria shall be applied individually. Examples of reimbursable expenses

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include the following:

A. Clothing Purchases

The contractor shall provide for basic clothing needs, including seasonal garments, and replacement of outgrown clothing.

When youth have insufficient clothing to participate in activities included in their IIP and no means to acquire clothing (for furloughs, outings, etc.), a request for clothing purchases may be submitted to OJJ. The request must include a clearly documented need.

B. Medication

OJJ shall reimburse the contractor for medications and/or health care items/services based on the following criteria:

1. The item or service is prescribed by a physician or other health care professional licensed to provide such services;
2. The item or service is directly related to the health and well-being of the youth;
3. The item or service is directly related to treatment of an existing condition and is not preventative, elective, or discretionary treatment.

C. School Expenses

OJJ shall reimburse the contractor for certain expenses directly related to educational or vocational services.

Reimbursement shall not include the routine purchase of school supplies (e.g. paper, pencils, pens, notebooks, workbooks, lunch fees, etc.)

Program related expense reimbursement for educational and vocational expenses shall be limited to those items not included in the per diem rate and may include expenses such as the following:

1. Tuition and/or fees for approved course work or vocational education
2. Tools, text books, supplies, and special clothing required by vocational courses

For reimbursement of vocational or post secondary educational expenses, the provider shall submit documentation that the student has applied for and been denied financial assistance from state and federal programs or vocational assistance.

#### D. One-on-One Staffing

When extraordinary circumstances (i.e., hospitalization) require one-on-one supervision of a youth, the additional costs of such an arrangement shall be requested by a provider and negotiated on a case-by-case basis. The request shall include the hourly rate of pay and the title and name of person providing the supervision. This request should be submitted to the Supervising Regional Office who shall obtain approval from Central Office. One-on-one staffing may only be considered in crisis situations to address the safety of the youth and the public.

### **SECTION 4 TREATMENT**

Minimum treatment standards established herein shall apply to all treatment services provided by the facility. Any waiver or variation from the standards stated in this section must be specified in the contract with OJJ.

#### **4.1 INDIVIDUALIZED INTERVENTION PLAN (IIP)**

The provider shall develop a written individualized intervention plan designed to enhance the growth and development of each youth assigned to its care. The plan shall address educational, vocational, personal, behavioral, placement and chemical dependency needs, victimization and other treatment needs of the youth. This plan shall be developed by the provider in collaboration with the multidisciplinary team, utilizing all available resources including the OJJ psychological/psychiatric evaluation; medical history and physical assessment, and any other pertinent documentation available in the record. The plan shall be completed within 7 days of admission and a written copy shall be submitted to the supervising region, the placing region, if different, and the youth's parents within two weeks of placement.

The treatment/intervention plan shall be reviewed monthly and progress or lack thereof shall be noted in the youth's record.

The IIP shall include, at a minimum: need area, overall goal, at least two specific behavioral objectives relative to the goal, criteria for measuring completion of the objective, an estimate of time needed to achieve the goal, a schedule of the frequency and intensity of the services to be provided, individual responsible for providing the service, and scheduled review date.

The IIP consists of three parts: individualized case plan (rehabilitation), physical health care, and mental health treatment needs of the youth. (See **YS Policy No. B.2.2 "Youth Classification System"** for additional information)

#### **4.2 REINTEGRATION PLAN**

As soon as a youth is admitted into the intensive residential treatment program, reintegration planning should begin. A formal reintegration plan should be initiated

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during the development of the IIP in collaboration with the multidisciplinary team and shall be completed within 30 days of placement. The plan shall be reviewed and updated, and documented during monthly reviews and quarterly staffings. A copy of the final plan should be filed in the youth's case record and given to the youth and parent/guardian, OJJ Central Office, and supervising and placing OJJ regional office within seven days of release. (Refer to **YS Policy No. B. 2.2 "Classification/Reclassification Procedures"**.)

#### **4.3 COUNSELING/THERAPY**

Counseling/therapy may take place in-house and/or through community resources by a qualified counselor/social worker/therapist. (Refer to SOP 2.1.1)

For the purpose of this section, all counseling/therapy services provided to a youth, whether individual, group, or family, must possess the following elements:

- A. Counseling/therapy should be planned, goal-directed, and focused on assisting the youth in achieving IIP goals and objectives.
- B. The methods and techniques applied in counseling and the frequency and intensity of the sessions should be determined by assessment and noted in the IIP.
- C. Counseling/therapy shall utilize accepted counseling/therapy theory and practice and be directed toward helping individuals understand and solve specific issues, to discontinue inappropriate, damaging, destructive, or dangerous behaviors, and/or to fulfill individual needs.
- D. The minimum standard for the frequency of counseling/therapy services shall be specified in the contract with OJJ and shall be based on the identified needs of the youth.
- E. Incremental progress toward desired outcome of counseling/therapy services shall be monitored and recorded monthly on the Monthly Assessment of IIP Progress form (Attachment B.2.1 [e]). This information shall be used in the quarterly staffing and shall be reported to OJJ in the quarterly reports. (Refer to SOP 4.9.5)

##### **Individual Counseling/Therapy**

Individual counseling/therapy must be conducted by a master's level counselor/social worker/therapist under the supervision of a licensed mental health professional.

Individual counseling/therapy shall be an ongoing component of the youth's IIP. Each youth shall be assigned an individual who shall be responsible for providing the counseling/therapy.

Individual counseling/therapy shall make provisions for crisis intervention and pursuit of goals/behaviors identified in the youth's IIP.

In order to be considered individual counseling/therapy, sessions must be a minimum of 30 minutes and must be conducted by the identified service provider. Individual counseling/therapy services must meet the weekly requirement stated in the contract.

Adequate space shall be provided for conducting private interviews and counseling/therapy.

### **Group Counseling**

Group counseling/therapy must be conducted by a qualified counselor/social worker/therapist under the supervision of a licensed mental health professional.

Group counseling shall be an ongoing component of the youth's IIP and aligned with the identified needs of each youth.

Group interventions targeted to specific issues are to use an evidence-based, best practices model.

Organized staff development in the specific model of intervention must be included in the facility's orientation plan for staff providing the intervention.

Group counseling sessions are to be a minimum of one (1) hour in duration. Group counseling shall provide for crisis intervention and attention to goals/behaviors relevant to the entire group.

Sufficient space shall be provided to accommodate group meetings. The room(s) shall be comfortably furnished.

### **Family Counseling**

Family counseling/therapy shall be conducted by a staff person with, at a minimum, a master's degree in a mental health field and documented instruction and experience in family counseling who is supervised by a licensed mental health professional.

Family counseling services shall be an integral part of the youth's IIP and shall be provided to all youth who will be returning home upon release. Family counseling shall specifically address issues that directly or indirectly resulted in the youth's removal from her home and the issue of her eventual reintegration into the community.

Family counseling shall be made available to families of youth with clinically identified child-parent relational issues, unless a licensed mental health professional has identified and documented in the client record that such intervention would be detrimental to the youth's mental health at the time. A statement of goals to be achieved or worked towards by the youth and her family shall be part of the IIP.

Family counseling may include private family counseling sessions and/or family group sessions. This shall be made available in person, whenever possible, but the facility shall also utilize conference telephone sessions if distance makes face-to-face sessions

unworkable. Family sessions shall be conducted for a minimum of one hour per month as noted in the IIP.

### **Informal Contact**

Any informal contact or collateral consultation with family, social services, education personnel, medical personnel, other service providers, etc. (i.e., family issues, educational concerns, medical issues, reports of alleged abuse, and emotional distress) shall be documented in the youth's case record utilizing the "Progress Notes" form (Attachment B.2.2 [d]). Progress Note entries need to be signed (full name and title) and dated at the end of each entry by the person making the entry.

## **4.4 REQUIRED EDUCATIONAL GROUPS FOR ALL YOUTH**

Educational groups are designed to provide youth with the opportunity to acquire skills that foster healthy decision making and effective critical thinking. As outlined in Agency contracts, intensive residential treatment programs shall provide:

### **A. Gender Specific Group/Education**

These groups may be provided by Youth Care Workers under supervision of the master's level mental health professional.

The purpose of this group is to address the risk factors that predispose female youth to delinquency and maladaptive behaviors. The group focus is on education and support and deals with such issues as relationships, intimacy, self-esteem relative to gender, sexuality, identity, trauma, substance abuse education, moral development, parenting, etc.

### **B. Independent Living Skills Training**

A contractor shall have a program to teach **all** youth independent living skills consistent with their needs.

This program shall include, at a minimum, instruction in:

1. Hygiene and grooming skills
2. Laundry and maintenance of clothing
3. Appropriate social skills
4. Housekeeping
5. Use of recreation and leisure time
6. Use of community resources
7. Money management

When appropriate, the program shall also include instruction in:

1. Use of transportation
2. Budgeting

3. Shopping
4. Cooking
5. Punctuality, attendance, and other employment-related matters
6. Vocational planning

Incremental progress toward this treatment goal shall be recorded monthly.

C. Prenatal Care/Parenting/Early Childhood Development

These groups shall be conducted by an individual with demonstrated instruction and/or experience in prenatal care and early childhood development.

The purpose of this group is to educate females in the importance of prenatal nutrition and healthcare, proper care for children in the early stages of development, and various parenting skills, including discipline techniques and strategies to cope with the responsibility of parenthood.

D. Social and other skills

1. Anger management
2. Conflict resolution
3. Refusal skills
4. Interaction with authority figures
5. Negotiation/compromising skills

#### **4.5 FAMILY EDUCATION/PARENTING PROGRAM**

Staff providing family education/parenting skills programming shall have a master's degree in a human service field with demonstrated conceptual familiarity with family dynamics **or** be an individual with specific training in the parenting model selected for use by OJJ.

The purpose of the family education/parenting skills program is to teach parents/guardians to use effective consequences to increase acceptable behavior and decrease problem behavior, show parents/guardians how to manage stressful situations and teach their children skills to manage themselves in such situations, and to provide parents/guardians with ways to open lines of communication with their children.

#### **4.6 SPECIALIZED SERVICES FOR YOUTH WITH SEVERE EMOTIONAL NEED**

All specialized services for youth shall be addressed on the Mental Health Treatment Plan (Part 3 of the IIP) by the appropriate service providers.

##### Psychiatric Services

Psychiatric services are to be provided to youth needing psychotropic medication for

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management of a severe emotional disturbance. Psychiatric services may be provided by an individual psychiatrist or through contract or cooperative agreement with a community mental health center or a licensed psychiatric rehabilitation facility. Psychiatric services shall include evaluation, medication management, and consultation with program staff in the overall treatment/management of the youth's mental illness.

When services are provided by an individual on staff or on contract with the program, the psychiatrist shall be, at a minimum, a licensed board-eligible child/adolescent psychiatrist **or** a licensed board-eligible adult psychiatrist with at least three years experience in providing services to children/adolescents.

Psychiatric services shall be provided as needed for appropriate care based on the acuity level of the youth but no less frequently than once per month.

#### Crisis Intervention

The facility shall have a written plan for the provision of crisis evaluation and intervention services on a 24 hour basis. When the plan includes service provision by an outside agency or individual, there shall be a written contract or cooperative agreement with the outside party.

#### Family Education/Counseling

Family education regarding mental illness signs and symptoms, behavior management, and medication compliance shall be made available to families of youth with severe emotional disorders.

Family education shall be provided by an individual with a master's degree in a mental health field **or** any staff member who has documented training in the above.

#### Youth with Mental Retardation/ Learning Disabilities/ADHD

Accommodations shall be provided as needed to all youth with mental retardation, learning disabilities or ADHD to ensure the youth adequately understand and participate in any services/programs provided by the facility.

An Individualized Education Plan (IEP) must be written and provided to the facility by special education personnel from the school board providing education services for all youth meeting criteria for special education services.

Youth with mental retardation must receive individual counseling for a minimum of two thirty-minute sessions per week. Staffings for youth with mental retardation must be held a minimum of once every 30 days. A Brief Interview Form will be completed by the case manager prior to the staffing.

### **4.7 REQUIRED INTENSIVE ISSUE-RELATED GROUP INTERVENTIONS FOR YOUTH WITH IDENTIFIED NEEDS**

These groups are for youth who have been identified as having a significant issue with **anger management, substance abuse or abuse/trauma** and require intensive, issue-specific therapy. These groups are expected to be therapeutic rather than psychoeducational in nature. Youth involved in these groups may have a mental health diagnosis related to these issues

These groups shall be conducted by a master's level mental health under the supervision of a licensed mental health professional unless otherwise specified.

#### Anger Management/Conflict Resolution Group Intervention

The purpose of this group intervention is to help adolescents recognize the risks associated with violence, understand that anger is a normal emotion that can be expressed constructively, and teach specific social skills to effectively manage conflict.

#### Substance Abuse Treatment

Intervention must be provided by an individual with demonstrated instruction and/or experience in substance abuse counseling or provided through the services of a state-licensed substance abuse clinic. Provisions shall also be made for youth participation in self-help groups (AA or NA) when included as part of the IIP.

The purpose of this group is to reduce recidivism of youth with a history of substance abuse, increase understanding of the causes of self and socially destructive behavior, provide knowledge and skills to understand the disease, and teach relapse prevention and management.

The majority of female youth entering the program will have a diagnosable substance abuse or dependence problem. For those who do not, other group interventions should have a component which addresses the risk factors of substance use relative to delinquency.

#### Issues of Abuse/Trauma

Most females have a history of experiencing/witnessing physical and/or sexual abuse. An abuse history is highly correlated to behaviors such as substance abuse/dependency, self-harmful and assaultive behaviors, and disruptive behaviors. The purpose of this group is to assist youth with trauma-related behaviors to understand the relationship between abuse and maladaptive behaviors and to establish the concept of safety, which includes elements such as discontinuing substance use, reducing suicidality, minimizing the exposure to risky behavior (such as unprotected sex), termination of dangerous relationships (such as drug-using peers and abusive relationships), and ending self-injurious behaviors such as cutting.

### **4.8 REQUIRED THERAPY GROUP FOR ALL YOUTH**

Group therapy must be conducted by a master's level counselor/social worker/therapist

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under the supervision of a licensed mental health professional.

The purpose of this group is to focus on interpersonal relationships and help youth learn to get along better with other people, to provide a support network for specific problems or challenges, to provide opportunities to learn with and from other people, to understand one's own patterns of thought and behavior and those of others, to perceive how group members react to one another, and to work on shared problems. Group therapy shall be conducted for a minimum of one hour per week.

## **4.9 ASSESSING, DOCUMENTING AND REPORTING PROGRESS**

### **4.9.1 TREATMENT DOCUMENTATION**

The program must maintain treatment records in each youth's file that follows accepted standards. All files, including but not limited to treatment plans, individual, group, and family case/progress notes, and progress summaries shall be made available to OJJ's named representative upon request for the purpose of quality assurance.

#### **A. Individual Counseling Progress Notes**

Each individual counseling/therapy session must be documented on the "Progress Notes" form (Attachment B.2.2 [d]) using the DAGP format: Data, Assessment, Goal, Plan and must document beginning and ending time, date, goal addressed, and signature of individual providing the service.

#### **B. Group Counseling (Therapeutic and Educational) Progress Notes**

Each group session must be documented individually on the "Group Counseling Assessment" form (Attachment B.2.2 [e]) for each youth participant. Group notes must be individualized and state information relevant to the content, behavior, progress, etc. of the youth being documented rather than a general summary of the group. A separate group note must be written for each participant and must include only the name of the individual being discussed. Notes must include beginning and ending time, date, goal addressed, and signature of individual providing the service.

#### **C. Family Counseling Progress Notes**

Each family counseling session must be documented on the "Progress Notes" form (Attachment B.2.2 [d]) using DAGP format: Data, Assessment, Goal, Plan and must document beginning and ending time, date, goal addressed, and signature of individual providing the service.

### **4.9.2 MONTHLY ASSESSMENT OF IIP PROGRESS**

The Monthly Assessment is completed by the youth's case manager/counselor and

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treatment provider, as applicable, in conjunction with the youth, and shall rate the youth's efforts toward achieving IIP objectives.

Each month of a quarter is completed on a single Monthly Assessment of IIP Progress form (Attachment B.2.1 [e]) and used when the quarterly staffing is held.

The Monthly Assessment shall be filed in the case (master) record and a copy forwarded for filing in the youth's medical record.

#### **4.9.3 QUARTERLY OR SPECIALIZED TREATMENT TEAM STAFFING**

The IIP Summary of Staffing form (Attachment B.2.2 [a.2]) is a narrative that summarizes the deliberations of the multi-disciplinary treatment team. This form is completed at all staffings: initial, quarterly, interim, and special staffings. This form also addresses release planning and includes the signature of all participants at the staffing.

The IIP shall be reviewed for progress in achievement on at least a quarterly basis. It should be held more frequently if needed to consider whether changes in the youth's behavioral or mental status require IIP modification. The case manager's/counselor's Monthly Assessment of IIP Progress form should be reviewed in making decisions regarding IIP changes. The staffing shall be attended by the youth and members of the multidisciplinary team. It is the intent of this SOP that all MDT members participate either in person or by phone in the quarterly staffings; however, it is required that a minimum of 3 MDT members attend. Those members unable to attend shall submit written reports. In addition, the parents/guardians shall be extended a written and telephone invitation to participate either in person or via phone. Following treatment team review, the following shall occur:

- A. If any objectives are changed, goals reached, interventions modified, etc., a new IIP shall be developed and distributed to supervising region, the placing region, if different, and the youth's parents.
- B. In all cases, a new signature page shall be generated via completion of the IIP Summary of Staffing form.
- C. The IIP Summary of Staffing form shall also include a summary of the results of the team staffing.

#### **4.9.4 RECLASSIFICATION PROCESS**

**Taken from YS Policy No. B.2.2 "Youth Classification System"**

- A. To provide for the most appropriate intensive residential treatment program assignment and program involvement of each youth, it is essential that a youth's case be reviewed for reclassification on a regular basis. Accordingly, a custody reclassification staffing, consisting of all multidisciplinary team members, the youth and the youth's parent/guardian, shall be scheduled no later than 90 days from initial classification with subsequent reclassifications to follow at a

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minimum of every three months and documented on the Custody Reclassification form (Attachment B.2.2 [h]). Custody reclassification may occur at anytime based upon the youth's behavior or program participation.

Youth with mental retardation designation shall be staffed every 30 days as a special staffing. This is not a custody reclassification staffing, but a review, which may include updates to the IIP and IEP, with accommodations being noted on all plans.

Reclassification should help monitor the youth's progress, reveal any problem areas that need attention and discuss any disciplinary issues noted during the quarter - causative factors and plans to change/alter the youth's behavior. However, reclassification does not imply that there must be a change in the youth's program or custody level.

- B. A custody reclassification scale shall be completed on any youth who is arrested or charged with a felony-grade act that is committed while the youth is housed at any intensive residential treatment program. This directive does not apply if the charge is nolle prossed, dismissed, or there is a finding of not guilty.
- C. Reclassification Staffings shall be used to develop reports, using the Progress Report Format Guidelines (Attachment B.2.2 [i]) to the court of jurisdiction, placing, and supervising officers. A staffing is used to help determine if a youth has met the guidelines for or should otherwise be considered for a recommendation for reassignment, release, or discharge from an intensive residential treatment program. If a youth is not making progress, the treatment team shall discuss strategies for addressing the impediments to progress and shall modify the treatment plan accordingly.

The reclassification staffing shall include members of the multidisciplinary team. Legal guardians of the youth must be given written notification of the staffing a minimum of one week prior to the staffing. Follow-up by phone is recommended. The guardian may attend via conference call. Documentation indicating the invitation and the reason for the guardian's absence must be in the youth's file.

Assessment Staffing and Individualized Intervention Planning – The youth shall be encouraged to be involved in the staffing process and shall be provided with sufficient Notice of Reclassification Case Staffing a minimum of 24 hours prior to the staffing. At the staffing, the Custody Reclassification Scale is completed. The IIP Summary of Staffing form (Attachment B.2.2 [a]) shall be utilized to document the staffing process to include any changes in goals and objectives and reintegration planning. Notation is to be made regarding program participation relative to the frequency, duration, and involvement in objectives as defined in the IIP. A new IIP Summary of Staffing form shall be generated with signatures, dates, and titles for each custody reclassification staffing.

- D. Upon completion of the staffing, the Custody Reclassification form is to be

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completed and submitted to the case manager's/counselor's supervisor.

- E. Approval and authorization of privileges at the reclassification staffing shall be conducted in the context of concern for the safety of the public, safety of staff and youth, and the youth's growth and development. The Custody Reclassification form on all cases shall be reviewed and approved by the case manager's/counselor's supervisor. The case manager/counselor and the supervisor are responsible for advising the facility director or designee of sensitive or exceptional cases for recommendations (i.e., 897.1 youth).

#### **4.9.5 QUARTERLY PROGRESS REPORT**

Each facility shall complete, in writing, a Quarterly Progress Report on each youth. The first report is due within 90 days of the initial date of placement.

The progress report is a summary of the youth's progress toward the goals and objectives set forth in the IIP. Quarterly reports should focus on areas of change in behavior and attitudes as well as the factors required for successful program completion. The quarterly progress report shall follow the Progress Report Format Guidelines (Attachment B.2.2 [i] "Progress Report Format Guidelines") and shall include the completed Custody Reclassification Form (Attachment B.2.2 [h]).

The report shall be distributed by the facility to the court of jurisdiction, district attorney, supervising and placing regional offices (if different), and parent/guardian within 7 days of completion. Documentation of compliance shall be maintained in the youth's case file.

### **SECTION 5 SECURITY AND SUPERVISION**

#### **5.1 MONITORING MOVEMENT OF YOUTH**

Youth in intensive residential treatment programs are in the legal custody of OJJ. OJJ has a responsibility both to the court of jurisdiction and to the public to know the location of these youth at all times.

The contractor shall follow a written plan to allow staff in intensive residential treatment programs to monitor movement into and out of the facility. Program staff shall be able to account for the whereabouts of the residents at all times.

#### **5.2 ESCAPES**

A youth is considered an escapee if she leaves the facility grounds without staff approval, or fails to return to the facility after a furlough.

- A. Notification and reporting to OJJ Central Office of escapes, apprehensions, and AWOL's shall be in accordance with YS Policy C.5.2 "Duty Officers and Reporting of Serious Incidents."

- B. When an escape from an intensive residential treatment program occurs, the facility shall immediately notify appropriate law enforcement agencies, notify the supervising region duty officer immediately. It shall be the responsibility of the regional duty officer to report the incident to the Central Office Duty Officer who shall then follow procedure in accordance with La. R.S. 15:909, YS Policy No. C.5.2, and YS Policy No. **C.1.7** “Crime Victims Services Bureau” when appropriate. .
- C. Pursuant to La. R.S. 15:909, directors of intensive residential treatment programs shall maintain a record and description of every escape from their facility. The record shall list the following:
  - 1. Date and time of escape;
  - 2. Number of youth who escaped;
  - 3. Offense for which the escapee(s) was/were placed at the facility;
  - 4. Name of each law enforcement agency notified;
  - 5. Time each law enforcement agency was notified;
  - 6. Name of the person receiving notification; and
  - 7. Name of the employee or agent who notified the law enforcement agency.
- D. The report shall be available for public inspection and shall list all prior escapes, if any, from the facility within the last five years of the date of the last escape. A copy of the report shall be delivered to each appropriate law enforcement agency. The facility Director shall include a copy of the report in the required “Annual Report” to the Deputy Secretary or designee.

### **5.3 ROUTINE SEARCHES**

Searches conducted in accordance with YS Policy No C.5.1 shall be a part of every facility’s program and shall be conducted on a routine basis. The primary objective of the search is to ensure the safety of all youth, staff, and visitors. Searches shall be completed in the least intrusive manner possible. The facility shall post in a location accessible to youth and visitors written policies and procedures for conducting searches of residents, all areas of the facility, staff and visitors to the facility, to control contraband and/or locate missing property. The facility shall also have a written policy and procedure establishing the consequences to a resident found with contraband and/or unauthorized items. Upon admission to the facility, the resident shall acknowledge with her signature that she was informed of what constitutes contraband and unauthorized items as well as the consequences for its possession.

#### **5.3.1 FACILITY SEARCHES**

In order to ensure the safety of the residents, staff, and visitors, periodic housing searches for contraband and unauthorized items shall be conducted. The frequency and extent of the entire facility and ground searches should be consistent with the program policies and can be included during other routine inspections or activities. Searches shall be conducted by staff trained in the appropriate search techniques. Facility staff can limit searches to specific areas or youth. Youths’ belongings shall be disturbed no more than

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necessary during the search. The search shall be documented, including who conducted the search, what areas were searched and what type of contraband and/or unauthorized item(s) was/were found, if any. If a search yields contraband or unauthorized items, the supervising regional office shall be notified by the close of business the following day, and it shall be reported according to the requirements of YS Policy No. C.5.1. If necessary, local law enforcement shall be notified by the facility.

The facility director or designee may request the services of OJJ (i.e. drug dog inspections, and technical assistance, as well as staff development in appropriate search methods) to assist their staff in conducting a search. OJJ may conduct housing searches should conditions warrant.

### **5.3.2 PERSONAL ITEMS**

Routine searches of suitcases and other personal items brought into the facility shall be conducted by facility staff prior to the resident taking possession of her property and when the resident is returning to the facility from an escorted pass or furlough. Searches of youths' belongings may be done at any time and shall be as minimally intrusive as possible. Youth should be present when her belongings are being searched. All searches shall be documented in the facility's log and if contraband is found, reported in accordance with Youth Services Policy No. C.5.1. If necessary, the appropriate law enforcement agency shall be notified by the facility.

### **5.3.3 RESIDENT PAT DOWN SEARCHES**

Pat down searches of youth may be conducted, whenever the facility feels it is necessary, to discourage the introduction of contraband and/or unauthorized items into the facility or to promote the safety of residents, staff, and visitors. A pat-down search shall be conducted when a youth is returning from outside of the facility.

Pat down searches are conducted as follows:

- A. The search shall be conducted by a staff member that has been trained in proper search techniques.
- B. The search shall be conducted by a staff member of the same sex and shall be in the presence of another staff member.
- C. The youth is to be told that she is about to be searched.
- D. The youth should remove all outer clothing (gloves, coat, hat, shoes, socks, etc.) and empty all pockets. Outer clothing and pocket contents must then be searched.
- E. The staff person shall then pat the remaining clothing of the youth using only enough contact to conduct an appropriate search.
- F. If the staff member finds a bulge, odd shaped lump, etc., the youth shall be asked to identify the item and appropriate steps should be taken to remove the item for

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inspection.

- G. The youth shall then be asked to run her hands through her hair.
- H. If the resident refuses to comply, the facility director or designee shall be notified immediately, and shall determine what action is appropriate consistent with YS search policy.

All pat down searches shall be documented in the facility log. If contraband or unauthorized items are discovered, the supervising regional office shall be notified by the close of business the following day and reported in accordance with YS Policy No. C.5.1. If necessary, the appropriate law enforcement agency shall be notified by the facility.

#### **5.3.4 RESIDENT STRIP SEARCHES**

A strip search is a visual search of a youth's nude body, in a place out of the view of other persons. The youth may be required to bend over, squat, turn around, raise her arms, and/or lift the genitals. The youth's clothes shall be thoroughly searched prior to being returned. Strip searches may be performed by facility staff only after a pat-down search causes reasonable suspicion that weapons, contraband, or unauthorized items may be found through additional searches. Strip searches shall be authorized by the facility Director or his/her designee only.

Only staff that has been trained in the following search techniques may conduct resident strip searches using the following procedures:

- A. A strip search shall be conducted by two staff members who are of the same gender as the youth being searched. One staff observes the youth to conduct the search. The second staff member observes the staff member conducting the search.
- B. A strip search shall be performed in an area that ensures the privacy and dignity of the youth.
- C. The youth shall remove all clothing and move away from the articles.
- D. Staff shall **NOT TOUCH** the youth.
- E. Staff shall search the clothing carefully and return it to the youth.
- F. All strip searches shall be documented in the facility log.

#### **A BODY CAVITY SEARCH IS NOT TO BE CONDUCTED BY PROVIDER STAFF.**

If it is believed that a youth may have contraband secreted in a body cavity the facility shall request assistance from the appropriate law enforcement agency. If contraband or unauthorized items are discovered, the supervising regional office shall be notified by the

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close of business the following day. Discovery of contraband shall be reported according to YS Policy No. C.5.1. If necessary, the appropriate law enforcement agency shall be notified by the facility.

### **5.3.5 VISITOR SEARCHES**

Visitors to the facility shall be given a copy of the rules that have been established by the facility and shall be advised that they are subject to a search. They shall sign a statement of receipt of these rules and it shall be placed into the youth's file. Visitors are required to submit packages, handbags, purses, backpacks, briefcases, etc. for inspection by trained staff. If there is reason to believe that additional searches are necessary, admission to the facility shall be denied.

All visitor searches shall be documented in the facility log. If contraband or unauthorized items are discovered, the supervising regional office shall be notified by the close of business the following day and reported according to YS Policy No. C.5.1. If necessary, the appropriate law enforcement agency shall be notified by the facility.

### **5.3.6 STAFF SEARCHES**

All staff members shall receive a copy of the rules that govern what is considered contraband and unauthorized items in the facility. An acknowledgment of receipt of these rules shall be placed in each personnel file.

The facility director or designee may authorize a search of a staff person's belongings and/or a pat down search that follows established guidelines. Refusal of the staff member to comply with the search or the discovery of contraband or unauthorized items shall be handled by the facility director or designee in accordance with the facility rules and regulations governing employees.

All staff searches shall be documented in the facility log. If contraband or unauthorized items are discovered, the supervising regional office shall be notified by the close of business the following day and reported in accordance with YS Policy No. C.5.1. If necessary, the appropriate law enforcement agency shall be notified by the facility.

## **5.4 CONTRABAND AND UNAUTHORIZED ITEMS**

According to R.S. 14:402, contraband is defined as:

- A. Any controlled dangerous substance as defined by R.S. 40:961 or any other drug or substance that if taken internally, whether separately or in combination with another drug or substance, produces or may produce a hypnotic effect;
- B. A dangerous weapon, or other instrument customarily used or intended for probable use as a dangerous weapon or to aid in an escape;
- C. Explosives or combustibles;
- D. Plans for the making or manufacturing of a dangerous weapon or other instrument

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customarily used or intended for probable use as a dangerous weapon or to aid in an escape, or for the making or manufacturing of explosives or combustibles, or for an escape from an institution;

- E. An alcoholic beverage or other beverage which produces or may produce an intoxicating effect;
- F. Stolen property;
- G. Any currency or coin;
- H. Any article of food, toiletries, or clothing, unless authorized by the director of the facility;
- I. Any article of food or clothing;
- J. Any telecommunications equipment, including but not limited to cellular phones, beepers, or global positioning satellite system equipment whether or not such equipment may be intended for use in planning or aiding an escape or attempt to escape;
- K. Any equipment, whether professionally made or homemade, intended for use in tattooing;
- L. Any electronic device including, but not limited to computers, telephoto equipment, communications equipment, whether modified or not that is intended for use in the planning or aiding in an escape or attempt to escape;
- M. Any object or instrument intended for use as a tool in the planning or aiding in an escape or attempt to escape.

Unauthorized items as per written posted policy are items that are not illegal but are not allowed to be in a resident's possession.

All contraband found in the possession of youth, visitors, or staff shall be confiscated by staff and secured under lock and key in an area inaccessible to residents. Local law enforcement shall be notified in the event illegal drugs, weapons, paraphernalia, biohazardous materials, etc. are found. The facility Director, in consultation with OJJ, shall be responsible for disposal of all contraband not confiscated by police. Visitors' items that are unauthorized but not illegal shall be taken and locked in an area inaccessible to the youth during the visit. These items shall be returned to the visitor upon exit from the facility. Disposal and reporting of all contraband shall be in accordance with Youth Services Policy No. C.5.1.

A record of the disposition of contraband and unauthorized items shall be maintained by the facility.

## **5.5 DRUG SCREENS**

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A drug screen shall be conducted when a youth returns from a furlough or escorted absence.

- A. A record shall be kept of all drug screens and their results. At a minimum, these records shall be in each resident's file.
- B. A positive drug screen shall be reported to the supervising regional office by close of business the following day.

## **5.6 USE OF FORCE**

The contractor shall use the least amount of force necessary to prevent/deter undesired behavior. Force shall be used only as a last resort, time and circumstances permitting. Staff shall take all reasonable steps to minimize situations requiring a use of force and to minimize the amount of force used in those situations to only force necessary to achieve the lawful purpose. The first action taken to regain control is direct, verbal instructions to cease the behavior unless the staff perceives that life or health will be jeopardized or that there is substantial threat to the security of the facility or the safety of others.

When reasonably possible, time and circumstances permitting, actions other than force shall be employed prior to the use of force. These non-force actions are to be used, when reasonable possible in situations where force is being utilized to enforce a legal order and/or instruction. All actions taken shall be fully documented in an Unusual Occurrence Report (UOR). Copies of the UOR are to be provided to the Facility Coordinator by the close of business of the shift.

The Facility Coordinator will fax the report to the Director of Female Facility at Central Office. An Unusual Occurrence Report shall be prepared on all youth who are involved in a physical altercation (fight). Copies of the UOR are to be provided to the Facility Coordinator will fax the report to the Director of the Girl's Program at Central Office.

Each facility shall adhere to OJJ C-02-006 Use of Force policy.

- A. Physical force shall never be used as a punishment.
- B. All use of force shall be documented in writing, dated and signed by the staff reporting the incident. This documentation is to be submitted to the facility director or designee.
- C. La. R.S. 14:603 mandates that all instances of suspected use of inappropriate force by staff shall be reported to Child Protective Services of the DSS, Office of Community Services. Use of inappropriate force shall be documented on an unusual occurrence report to the supervising regional office by the close of business the following day in accordance with the provisions of Youth Services Policy No. C.5.1.

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- D. The use of chemical agents on residents in intensive residential treatment programs is prohibited.
- E. The use of the four point restraint chair is prohibited.

## **5.7 CRISIS INTERVENTION UNITS (CIU) (ROOM RESTRICTION)**

The Crisis Intervention Unit (CIU) is a unit for placement of a youth during a period of temporary removal from her assigned housing area or program location. The youth is removed to CIU when the continued presence of the youth would pose a threat to herself, other youth or staff, or when her actions/behaviors are disruptive and/or destabilizing to the continuation of regular programming. In addition to providing a mechanism for retaining/restoring safety and/or structure for other youth and staff within the general population, the CIU also provides the removed youth with the private space and security needed to establish control over her emotions and assistance to think about more socially acceptable and effective alternative behavior.

Each facility shall adhere to OJJ policy C.4.5 Crisis Intervention Unit. It is the policy of OJJ that room restriction shall be utilized, only in the following three instances: 1) crisis intervention; 2) protective custody; and 3) removal for programming/time out. It is the responsibility of the facility Director to ensure that the components of this policy are followed throughout the Crisis Intervention Unit's program. Room restriction shall not be used as a sanctioned consequence/penalty. It shall be governed by the requirements set forth by this policy. Subject to due process requirements, the period of placement of a youth in CIU may vary from one hour to 72 hours, depending upon the individualized ability of the youth to regain control of her emotions and behavior as well as staff's ability to address and modify the youth's disruptive behavior. To hold a youth beyond 72 hours, the youth's treatment team must first hold a staffing, attended by the youth's case manager or social services staff member and a custody staff member to determine the need to continue to hold the youth. The request to extend the youth's time in CIU shall be in writing, contain the reason for the request and the date the youth is expected to be released, and submitted to the Director/designee for approval. Youth held beyond 72 hours shall be reviewed every 72 hours thereafter until release, for appropriateness of continued placement, with written reasons for continued placement submitted to the Director/designee for approval. Paperwork authorizing the extensions of youth in the Crisis Intervention Unit shall be given to the Facility Coordinator who will fax the information to the Director of the Girl's Program at Central Office.

## **5.8 BATTERY ON STAFF**

All instances of battery committed on a staff member shall be documented and, when appropriate, charges shall be filed with the appropriate law enforcement agency. The supervising regional office shall be notified by the close of business the following day in accordance with Youth Services Policy No. C.5.1.

## 5.9 SUICIDE PRECAUTIONS

All facilities shall have a plan for responding to youth who present a risk of suicide. The procedure shall include, at a minimum, the following elements:

- A. Assessment of suicidal behavior and risk by qualified personnel
- B. A procedure for contacting the appropriate health authorities and the supervising regional office
- C. A plan, created by a qualified professional, for direct supervision of the resident until the suicide crisis has ended

## 5.10 ABUSE/NEGLECT REPORTS

In accordance with the Louisiana Department of Social Services, Office of Community Services, all allegations of abuse and neglect shall be reported to the local parish Office of Community Services or the Crisis Intervention Protection hotline.

The Louisiana Children's Code defines abuse and neglect as follows:

**Abuse**-any of the following acts which seriously endanger the physical, mental, or emotional health and safety of the child:

- A. The infliction, attempted infliction, or as a result of inadequate supervision, the allowance of the infliction or attempted infliction of physical or mental injury upon the child by a parent or any other person.
- B. The exploitation or overwork of a youth by a parent or any other person.
- C. The involvement of the youth in any sexual act with a parent or any other person, or the aiding or toleration by the parent or the caretaker of the youth's sexual involvement with any other person or of the youth's involvement in pornographic displays, or any other involvement of a youth in sexual activity constitutes a crime under the laws of this state.

**Neglect** – the unreasonable refusal or failure of a parent or caretaker to supply the youth with necessary food, clothing, shelter, care, treatment, or counseling for injury, illness, or condition of the youth, as a result of which the youth's physical, mental, or emotional health and safety is substantially threatened or impaired. If the facility files an allegation of abuse a copy of the report will be forwarded to the Facility Coordinator by the close of business of the shift and the Facility Coordinator will fax the report to the Director of the Girl's Program for processing.

## **SECTION 6**

## **ORIENTATION**

### **YOUTH'S RIGHTS AND RESPONSIBILITIES**

#### **6.1 GENERAL STATEMENT**

All youth shall be advised of their rights and responsibilities, and the expectations of the provider, through the orientation process to be conducted within 24 hours of admission. All youth should be advised specifically of their rights and responsibilities outlined in the document attached in the Appendix. A signed copy of the attachment shall be filed in the youth's case record. As part of the Orientation Process all secure care youth are required to sign the Youth Pledge for Safety Contract acknowledging their commitment to safety. They will also be required to sign a contract. A copy of the Pledge for Safety booklet is to be given to each youth upon admission to the facility. The Pledge for Safety shall be explained verbally to the youth upon admission and verification of receipt shall be placed in the youth's record.

#### **6.2 MAIL**

**Mail shall be handled in accordance with YS Policy No. C.2.9**

##### **6.2.1 LETTERS**

Youth shall be allowed to send and receive letters from all persons, including youth in other programs or institutions, unless specifically prohibited by their Individualized Intervention Plan (IIP) or by order of the court of jurisdiction. All restrictions of mail shall be documented in the youth's IIP.

There shall be no restriction on the number of letters written or the length of any letter.

Youth may not send to or receive letters from inmates in adult prisons unless the person is officially listed in their record as an identifiable parent, legal spouse, sibling or grandparent, or unless an exception has been approved by the Director.

Youth may not initiate contact with the victim(s) of their crime(s) (or the victims' family members) except in accordance with specific procedures established by the Director in conjunction with the Crime Victims Services Bureau.

##### **A. Inspection of Outgoing Letters**

Outgoing letters are to be posted unsealed and inspected for contraband.

EXCEPTION: Outgoing privileged mail (see following list) may be posted sealed and may not be opened or inspected if it is confirmed to be addressed to an identifiable source, except as indicated in YS Policy No. C.2.9, Section 6.D. For purposes of this policy an identifiable source means that the official or legal capacity of the addressee is listed on the envelope and that the name, official or legal capacity and address of the addressee has been verified.

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Possible identifiable sources are the following:

1. Courts
2. Attorneys
3. Probation and Parole Officers/Youth
4. State and local chief executive officers
5. Deputy Secretary, Undersecretary or designee, Assistant Secretary, Deputy Assistant Secretary and other officials and administrators of grievance systems of YS
6. Local, state and federal law enforcement agencies and officials,

Upon the determination that the mail is not identifiable as privileged mail, the item shall be opened and inspected for contraband.

**B. Inspection of Incoming Letters**

Letters may be opened and inspected for contraband. Incoming privileged mail (see listing above) may be opened and inspected for contraband only in the presence of the youth to whom it is addressed except as indicated in YS Policy No. C.2.9, Section 6.D. Any contraband, as defined by program policy, shall be disposed of according to facility policy.

**C. Reading of Letters**

If it is determined by facility staff that reading of a youth's mail (other than privileged mail) is necessary to maintain security, order, or program integrity, the reasons shall be thoroughly documented in the youth's IIP and be in accordance with YS Policy No. C.2.9. The youth has the right to appeal this decision to the supervising regional office.

## **6.2.2 STATIONERY AND STAMPS**

Facilities shall provide youth with sufficient stationery, envelopes and postage for all legal and official correspondence and for a minimum of three personal letters each week. Additional supplies may be earned with program levels, according to the behavior, purchased with personal funds, or provided by family.

## **6.2.3 PACKAGES**

All packages shall be inspected for contraband. Handling of items contained in packages shall be in accordance with YS Policy No. C.2.9.

## **6.2.4 PUBLICATIONS**

Books, magazines, newspapers, and printed matter which may be legally sent to youth

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through the postal system shall be approved, unless deemed a threat to the security of the program.

#### **6.2.5 COLLECTION AND DISTRIBUTION OF MAIL**

Mail shall be collected from and delivered directly to the youth to whom it is addressed by facility staff only, on a daily basis, excluding weekends.

#### **6.3 VISITATION**

The facility shall develop written rules governing visitation and shall provide a copy to each youth, parents/guardians, and the placing and supervising regional offices. In all cases, the facility, in collaboration with OJJ, shall screen potential visitors and approve or disapprove their visitation in accordance with the facility's criteria.

#### **6.4 PERSONAL SAFETY**

Every youth has the right to feel safe. Facilities have the responsibility to ensure that youth are safe while in their care.

Every youth shall be informed of procedures to contact a professional staff person on a 24-hour basis if the youth does not feel safe.

The facility director or designee shall make regular contact with youth in the program to determine if they feel safe and are comfortable when interacting with peers and staff. Case managers should routinely ask youth questions regarding perceptions of safety during individual treatment sessions and note responses in case notes. Appropriate action should be taken based on youths' candid responses about safety.

#### **6.5 SMOKING/SALE OF CIGARETTES**

Every facility shall establish written policies and procedures banning the use of cigarettes and other tobacco products at the facility or while exercising supervision over youth. Youth who need help to stop smoking shall be assisted by the facility in obtaining additional services to address this problem.

#### **6.6 RESEARCH**

The provider shall not authorize any youth participation in research without written approval of the OJJ Deputy Secretary.

#### **6.7 TELEPHONE**

Facilities shall have written policies and procedures regarding the youth's use of the telephone. Youth will be provided with the opportunity to contact the toll-free number set by the Office of Juvenile Justice for reporting harmful behavior. The toll free number is 1-800-626-1430.

## 6.8 TELEVISION PROGRAMMING

Programs may utilize local television programming, cable television, satellite dishes, videotape rentals and sales, or other appropriate means to provide basic and educational television in accordance with applicable state and federal laws and regulations.

Programming for cablevision/satellite services must exclude premium movie channels, music video channels, and other unauthorized expanded programs due to excessive violence and sexually explicit subject matter.

Examples of basic channels allowed without restriction (this is not a complete list)\*:

- Local television station(s)
- Educational channels (i.e. Louisiana Public Broadcasting, The Learning Channel, The Discovery Channel, The History Channel, National Geographic, etc.)
- Cable News Network
- ESPN
- WTBS
- WGN
- Nickelodeon
- USA
- TNT

Examples of expanded basic, music video and premium channels not allowed (this is not a complete list)\*:

- Home Box Office (HBO)
- Cinemax
- Encore
- Starz
- Pay-per-view
- The Playboy Channel
- FLIX
- Music Video Channels (MTV, TNN, CMT, etc.)
- Shopping Channels (QVC, Home Shopping Network, etc.)
- Bravo
- Fuse

**\*These channels are not allowed regardless of whether available as part of the basic or expanded basic package.**

Programs rated “R” or “X” are strictly prohibited. This includes television, movies, broadcasts, music videos, CD’s, DVD’s, and other forms of programming. Directors shall periodically review and monitor television programming for compliance.

## 6.9 VIDEO GAMES

Game systems, videos/DVD’s rated “M” (Mature), “AO” (Adults Only), or “RP” (Rating

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Pending) are strictly prohibited. Game systems, videos/DVD's rated "T" (Teen) shall be reviewed to determine appropriateness.

Directors shall periodically review and monitor television programming to upgrade or delete services as appropriate, as well as reviewing and monitoring of game system and video/DVD ratings for appropriateness.

## **6.10 GRIEVANCE PROCEDURES**

Each facility shall adhere to YS Policy B.5.3 Administrative Remedy Procedure (ARP). All youth are entitled to file a grievance as provided for in the Administrative Remedy Procedure. It shall be the responsibility of the Director to provide appropriate assistance/accommodations for youth with literacy deficiencies or language barriers. No action shall be taken against a youth for the good faith use of or good faith participation in the procedure. Reprisals of any nature are prohibited. Youth are entitled to pursue, through the Administrative Remedy Procedure, a complaint that a reprisal occurred.

Youth may request information and obtain assistance in using the Administrative Remedy Procedure from her case manager, counselor, or any other staff member. Nothing in the Administrative Remedy Procedure is intended to prevent or discourage a youth from communicating with the Director or anyone else in the Office of Juvenile Justice.

Employees of the facility shall be made aware of the Administrative Remedy Procedure. An Administrative Remedy Procedure Booklet shall be provided to all youth admitted to the facility during the orientation process. Copies of the booklet shall be posted in areas readily accessible to staff and youth.

Youth are encouraged to resolve their problems informally, before initiating the formal ARP process.

The Administrative Remedy Procedure shall be explained verbally and in writing to the youth upon admission. Verification of receipt shall be in the youth's record. Copies of the Grievance Form shall be made available to all youth.

## **SECTION 7**

## **MEDICAL**

### **7.1 MEDICAL SERVICES**

#### **7.1.1 ACCESS TO EMERGENCY SERVICES**

The facility shall have a written plan for access to 24 hour emergency medical, dental, and psychiatric care. It shall define the circumstances that constitute an emergency and include instructions to staff regarding their conduct once the existence of a medical emergency is suspected or has been established. The plan shall include the following:

- A. Transportation

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- B. Use of hospital emergency rooms or other appropriate facilities.

Should a youth be admitted to a hospital, the facility shall immediately notify the youth's parent/guardian and the supervising regional office. A staff member from the facility shall remain with the youth during the hospital visit. In the event the facility is unable to provide staff for supervision, OJJ may assist on a case-by-case basis.

- C. Emergency, on-call, physician, and dental services when a health facility is not readily accessible in a nearby community
- D. A written plan for suicidal gestures, threats, and other mental health needs which has been reviewed and approved by a qualified mental health professional. All staff with direct supervision of residents shall be instructed in the implementation of the plan.

### **7.1.2 STAFF DEVELOPMENT REGARDING MEDICAL ISSUES**

Youth care workers and other staff shall be trained to respond to health-related emergencies.

At least one staff member, qualified to administer first aid and cardiopulmonary resuscitation (CPR), must be on duty at all times.

Instruction shall include, at a minimum, the following:

- A. Recognition of the signs and symptoms of physical illness and knowledge of actions required in emergency situations
- B. Signs and symptoms of mental illness, suicide, retardation, chemical use, and/or dependency
- C. Methods of obtaining assistance, including emergency medical back-up plans
- D. Procedures for transferring residents to appropriate medical facilities or health care providers

### **7.1.3 FIRST AID KITS**

First aid kits shall be kept locked and shall be placed in an area of the facility readily accessible to youth care workers. Each kit shall include, at a minimum, the following:

- A. latex gloves
- B. rolled gauze
- C. sponges
- D. triangle bandages
- E. band-aids



- F. instruction pamphlets on first aid
- G. salves and other over-the-counter medication approved by a recognized health authority
- H. antiseptic lotion
- I. note paper and pencil
- J. blunt-end scissors, safety pins, and tweezers
- K. ammonia inhalant

The contents, location, and use of first aid kits shall be reviewed annually with all staff. The content of the first aid kits shall be inventoried monthly and replenished as needed, taking into account the expiration dates of individual kit items. A copy of the inventory shall be kept in the first aid kit.

#### **7.1.4 COMMUNICABLE DISEASES**

The health authority (i.e. the physician or health administrator of an agency responsible for the provision of health care services to the contractor), shall establish policies and procedures for serving youth with infectious diseases such as tuberculosis, hepatitis B, and AIDS. These policies and procedures shall address the management of communicable diseases and provide an orientation and ongoing education for new staff and youth concerning these diseases. Counseling should be provided for those who have been diagnosed as being HIV positive. Policies and procedures should be updated as new information becomes available.

- A. In accordance with law, a youth may request that she be tested for the presence of HIV. Youth requesting testing shall be tested. If possible testing is to take place in a public health facility.
- B. Examinations shall be performed on residents by proper medical authorities for all symptomatic cases of communicable diseases such as tuberculosis, ova and parasites, infectious hepatitis, and venereal diseases. Residents shall be tested and, if indicated, treated.
- C. Staff shall be provided information about a resident's medical conditions only when that knowledge is necessary for the performance of their job duties. The health authority shall determine policies regarding any necessary labeling of files for the protection of staff and youth and for the proper treatment of the youth.
- D. Confidentiality shall be maintained.

#### **7.1.5 PREGNANCY**

Individualized Intervention Plan goals and objectives shall be developed when a pregnancy has been confirmed. The plan shall be based on the orders of the youth's community obstetric physician and shall include special care, regular medical check-ups, special dietary and recreational needs, and a proposed plan for the youth and baby

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following delivery.

- A. Parenting classes shall be an integral part of the Individualized Intervention Plan for all pregnant females in care.
- B. Medical services relating to pregnancy shall be provided by a physician/hospital as approved by the supervising regional office.

When the child(ren) is/are delivered and the mother requires continued placement in an intensive residential treatment program, the newborn shall be placed with an appropriate family member or in the custody of the Office of Community Services. All efforts should be made to continue contact between the mother and the infant.

## **7.2 REFUSAL OF MEDICAL TREATMENT**

### **7.2.1 YOUTH 18 YEARS OF AGE OR OLDER**

If a youth 18 years of age or older refuses necessary medical treatment or medication recommended by a physician, the youth shall sign a statement of refusal to submit to treatment. A staff member shall witness the youth's signature and this documentation shall be filed in the youth's case record.

In the event of a medical or mental health emergency, as determined by the provider, medical attention for the youth shall be sought immediately. The provider shall encourage the youth to comply with medical advice. The provider shall notify the supervising Regional Office immediately whenever a youth refuses treatment.

Although a provider may consent to medical treatment for a youth, the youth has the right to refuse.

### **7.2.2 YOUTH UNDER 18 YEARS OF AGE**

When a youth under 18 years of age refuses necessary treatment or medication recommended by a physician, the youth shall sign a statement of refusal to submit to treatment. A staff member shall witness the youth's signature and this documentation shall be filed in the youth's case record.

In the event of a medical or mental health emergency as determined by the provider, medical attention for the youth shall be sought immediately. The provider shall encourage the youth to comply with medical advice. The provider shall immediately notify and request assistance from the youth's parent(s)/guardian and the supervising Regional Office.

The provider may consent to medical treatment for the youth and the youth may refuse medical treatment.

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### **7.3 USE OF PHARMACEUTICAL PRODUCTS**

A facility shall have written policies and procedures governing the use and administration of medication to youth. Policies should conform to all applicable laws and regulations.

### **7.4 NOTIFICATION OF SERIOUS ILLNESS, SEVERE BODILY INJURY, OR SEVERE PSYCHIATRIC EPISODE**

The provider shall report incidents of severe bodily injury to the supervising region.

Incidents of serious illness and severe psychiatric episodes shall immediately be reported to the youth's parents/guardians and the supervising regional office and placing Region (if different).

### **7.5 MEDICAL SERVICES**

Each youth shall be provided with routine and emergency medical, dental, vision, hearing, and mental health services (if applicable) while residing in the intensive residential treatment program.

As part of the admission process, the facility shall secure a medical consent authorization form signed by the youth's parent/guardian or committing authority. The consent form shall be filed in the youth's case record at the facility.

In cases of routine or emergency medical or psychiatric treatment requiring signed authorization for youth in the custody of the Office of Juvenile Justice, reasonable efforts must be made to obtain the consent of the parent/guardian. Should the parent/guardian be unavailable or refuse to sign, the authorization shall be signed by the Regional Manager, or his/her designee, of the supervising Region. This does not restrict the provider from taking actions needed to ensure the wellbeing of the youth.

Each facility shall have a written agreement with a licensed general hospital, clinic or physician, and dentist to provide youth with routine and emergency services on a 24-hour-a-day basis.

Emergency medical care shall be provided in a public hospital.

If a youth is in need of emergency medical or psychiatric treatment, the supervising regional office should be contacted immediately.

In the event of an emergency evacuation due to inclement weather or unforeseen circumstances the facility director shall ensure that medical information pertaining to all youth housed at the facility is transported to the evacuation site.

#### **7.5.1 MEDICAL HISTORY AND RELATED TREATMENT**

- A. Medical information shall be obtained immediately upon a youth's admission to
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the program. A person trained by a recognized health authority shall obtain this information for youth placed in residential care. The health screening evaluation report shall be filed in the youth's program file. The evaluation shall include the following information:

1. Whether the resident is presently on medication (if the resident is on medication, list the medication(s), strength, dosage information, and what the medication(s) is/are for);
  2. Any current medical, dental, vision, hearing, and/or mental health complaint(s);
  3. Medical, dental, hearing, vision, and/or mental health condition(s) for which the youth has received treatment in the past;
  4. The youth's general appearance and behavior;
  5. Physical deformities, birthmarks, scars, etc.; and/or
  6. Evidence of abuse and/or trauma.
- B. Identified medical, dental, hearing, vision, and/or mental health needs shall immediately be addressed through a prompt referral to the appropriate health care service.

#### **7.5.2 PHYSICAL EXAMINATION**

A visual physical examination shall be completed within seven days of admission into the program. Additionally, a routine medical, dental, vision, and hearing examination shall be provided to each youth annually by the facility.

#### **7.5.3 NON-ROUTINE MEDICAL TREATMENT**

Where it has been determined by a duly qualified and licensed physician that non-routine medical care is required, it is desirable to have the approval of the youth's parent or guardian. If the parent or guardian cannot be contacted, the matter should be submitted to the supervising regional manager for review and direction.

Examples of non-routine medical treatment include:

- A. Administration of AZT to AIDS patient
- B. Chemotherapy approved by the FDA for human trials
- C. Surgery

#### **7.6 NOTIFICATION OF DEATH (YOUTH IN OJJ CUSTODY)**

In the event of the death of a youth who is in OJJ custody, the facility shall immediately notify the youth's parent/guardian, the supervising regional office and placing region (if different) as provided in YS Policy No. C.5.2, and the local coroner.

In the event of a sudden death or if death occurs as a result of a crime or accident, the appropriate law enforcement agency shall be contacted immediately by the facility in addition to the reporting requirements as outlined in YS Policy C.5.2 "Duty Officers and Reporting of Serious Incidents".

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An autopsy is required pursuant to La. R.S. 33:1563.

Certain burial expenses for indigent families may be paid by OJJ.

## **SECTION 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT**

### **8.1 CONTRACT PERFORMANCE REVIEW**

OJJ shall provide continuous quality assurance to contract service providers. Each contract shall be reviewed annually, at a minimum. The review team shall consist of a lead reviewer and other OJJ staff. This review shall include, but not be limited to, applicable performance standards, outcome measures, operating procedures, reporting requirements, general maintenance and upkeep of the physical plant, staffing patterns, qualifications, and staff development requirements. Upon completion of the formal review, the review team shall conduct an exit interview with the provider.

### **8.2 NON-COMPLIANCE**

During the exit interview, the provider shall be notified of any deficiencies. At this time the provider shall be afforded the opportunity to take immediate corrective action. OJJ shall address any remaining deficiencies and shall identify a specific deadline for correction. The provider shall be required to submit a corrective action plan outlining his proposed solutions to have all deficiencies corrected by the deadline. Additional visits shall be made to each program as necessary to monitor compliance with the contract and ensure that progress is made on corrective action plans. Providers who fail to comply with the written corrective action plan shall be subject to sanctions.

Sanctions may be imposed on any provider who fails to adhere to any provision of the Standard Operating Procedure, either intentionally or through gross negligence. These sanctions are imposed by the OJJ Deputy Secretary and shall not exceed three percent of the gross monthly billing. One sanction may be levied on each individual violation.

Sanctions are intended to create a positive change of compliance to the SOP and are not intended to cause any negative or detrimental effect on the services available to youth.

Continued sanctions may jeopardize the future of the provider's contract with the Office of Juvenile Justice.

Sanctions may include, but are not limited to:

- Reducing the number of youth assigned to the facility
- Monetary sanctions (reduction of monthly payment)
- Moratorium on placements

A facility file shall be maintained in the supervising regional office for each contract program within the region.

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## SECTION 9

## REPORTING

### 9.1 ANNUAL REPORT

Contractors shall submit an annual written report due within 30 days after the end of each contract year. The annual report shall reflect the efficiency and effectiveness of services for youth served during the program and one year thereafter. Should OJJ develop the capacity to collect this data electronically, the contractor may be required to participate in this process. The performance areas to be addressed in the report shall include, but not be limited to, the following:

- A. Program participants' rate of re-contact with the juvenile or criminal justice system;
- B. Number and percent of families, OJJ staff and counselor/social workers who participate in developing the IIP as evidenced by signature of participants;
- C. Number and percent of youth who have family participation in working toward goals as evidenced by monthly status report of family contacts & activities, including staffings;
- D. Length of stay;
- E. Number and percent of youth who demonstrate progress toward goals set forth in the Individualized Intervention/Treatment Plan as evidenced by monthly status report and quarterly progress report;
- F. Number and percent of the youth who demonstrate improvement in domain scores of the Casey Life skills Independent Living program as evidenced by an increase from pre-test to post-test scores on the Ansel-Casey Life Skills Assessment Instrument (Available free at [www.caseylifeskills.org](http://www.caseylifeskills.org));
- G. Number of youth transitioning back to regular community schools;
- H. Program's impact on grade placement when re-enrollment occurs;
- I. Number of youth attaining their GED while enrolled in program;
- J. Number of youth who were referred to and have participated in higher, education, vocational training, and other community based programs;
- K. Number and percent of staff that participate in professional development trainings when offered by YS or its contractors and appropriate to services provided;
- L. Number and percent of youth who demonstrate an increased skill/grade level as

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evidenced by appropriate pre/post testing;

- M. Cost efficiency;
- N. Compliance with PREA.
- O. Other outcome measures.

## **9.2 MONTHLY REPORT**

A report shall be submitted to OJJ Central Office by the tenth of each month. See attachment “Monthly Summary Report for IRT Facilities”.

## **9.3 DUTY OFFICERS AND REPORTING OF SERIOUS INCIDENTS**

Taken from YS Policy C.5.2

### **A. Duty Officers**

1. The Deputy Secretary shall assign duty officers and distribute Duty Officer rosters.
2. The rosters shall contain the office and home telephone numbers, duty cell phone number and e-mail address of each Duty Officer. The officers shall be on duty for seven straight days, 24 hours per day.
3. All Duty Officers shall provide administrative assistance between the OJJ Central Office and intensive residential treatment facilities by staying in contact with appropriate personnel and being available to receive notification and coordinate response to incidents of a serious nature as described in Section 2.a below.

### **B. Unit Reporting Officers**

1. The Reporting Duty Officers shall report immediately to the OJJ Central Office Duty Officer the following Level I incidents:
  - a. escapes and/or apprehensions (refer to YS Policy No. C.2.1 “Reporting and Documenting Escapes, Apprehensions, Runaways, and AWOL’s” for reporting);
  - b. deaths;
  - c. life-threatening events;
  - d. any other high profile or large scale event warranting immediate notification of authority (e.g., natural disaster, hostage situation, facility riot, large scale evacuation, etc.). Refer to YS Policy No.

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C.2.2 “Facility Riot, Significant Disturbance, and Hostage Situation” for further reporting requirements.

2. Reporting Duty Officers shall follow-up the initial notification of Level I incidents with return receipt e-mail notification, as instructed in Attachment C.5.2 (a), to the Duty Officer and the Deputy Secretary on the next business day. (NOTE: This does not preclude the Unit Head from contacting the Deputy Secretary personally and directly as deemed appropriate to the circumstances.)
3. The Reporting Duty Officer shall report all Level I and the following Level II incidents via Attachment C.5.2 (b), “Duty Officer Initial Report of Incident” notification, to the appropriate Duty Officer via e-mail and/or facsimile within 24 hours of the occurrence, excluding weekends and holidays:

Any incident resulting in a reportable injury.

Incidents occurring on weekends or holidays are to be reported on the next business day.

4. In the event the Duty Officer cannot be reached for Level I notification, formal contact should be made with JCY Control Center. JCY Control Center shall then notify the Deputy Secretary.

#### **9.4 DATA COLLECTION**

All intensive residential treatment programs are expected to maintain current data on all youth. It is the responsibility of the facility to develop a data collection system to meet this requirement. This shall include, but not be limited to:

- Number of furloughs requested
- Number of furloughs approved
- Level at which furlough was stopped
- Number of furloughs successfully completed
- Number of family visits
- Number of youth completing GED/ACT
- Educational progress of youth
- Percentage of youth successfully completing treatment goals
- Number of youth enrolled in vocational programs
- Number of early release requests
- Number of early releases granted
- Number of youth returned to their homes
- Number of youth placed in OCS custody
- Number of youth placed in foster care
- Number of youth who obtain jobs upon release
- 3 month follow up
- 6 month follow up

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12 month follow up

## **SECTION 10**

## **APPENDIX**